

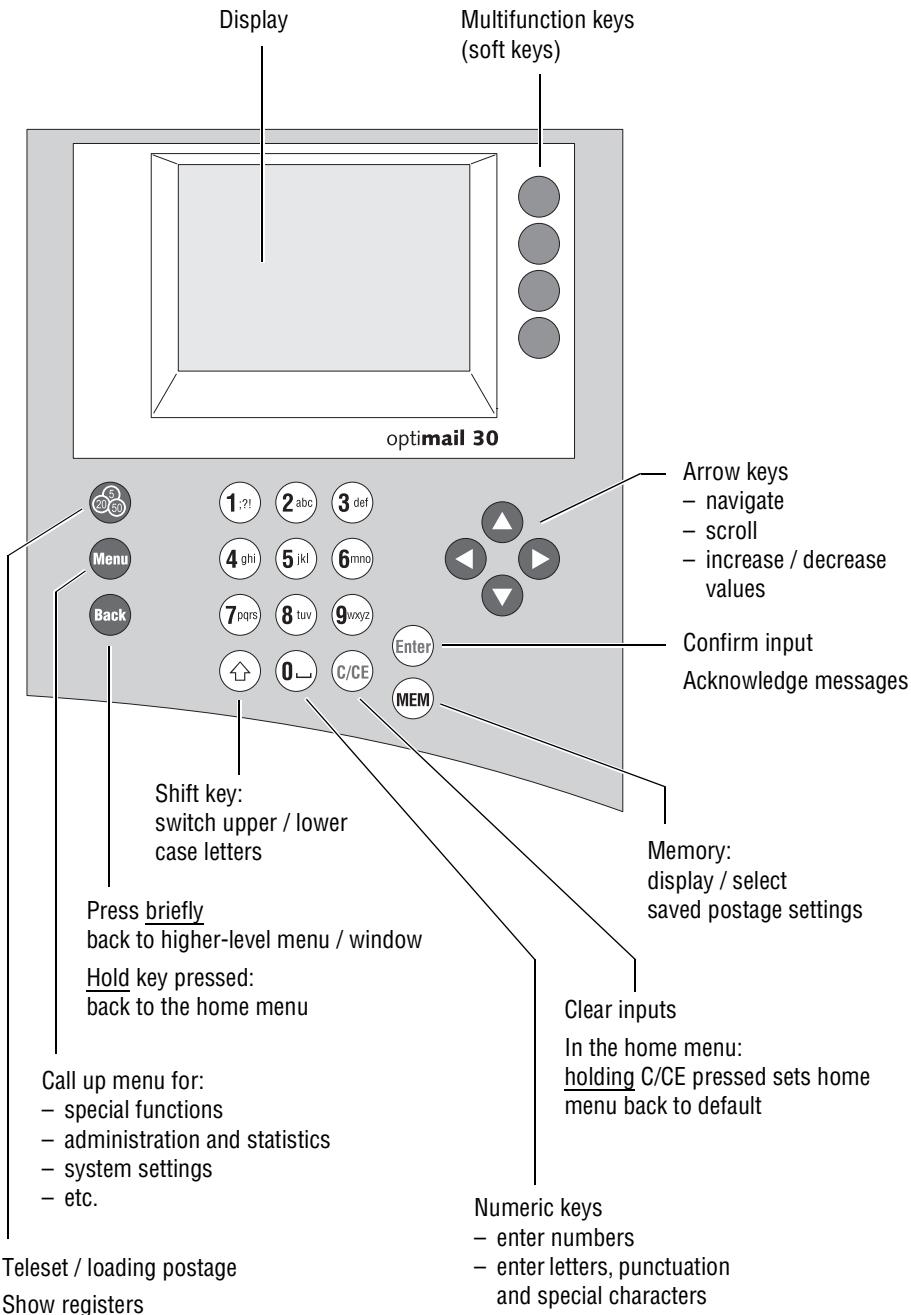


optimail 30

Franking machine



Operator Manual



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About this Operator Manual

Please read this Operator Manual before using the optimail 30 franking machine. Please keep the manual near the optimail 30 at all times for reference.

This Operator Manual describes the optimail 30
– in its standard version
– with integrated scale
as well as the optional accessory.

Functions which are only available with certain configurations are recognisable by a suffix, e.g. *(optional)*.

Quick Reference Guide

The Quick Reference Guide gives you an overview of the operating menu and franking with the optimail 30.

Installation Guide

Please read the 'Installation Guide' to find out how to install and register the optimail 30.

The following keywords and symbols identify the safety tips in this Operator Manual:



Warning! indicates a potential hazard which may result in injury.



Caution! indicates a potential hazard that may result in damage to the optimail 30 or impair the franking process.

The following symbols and text features are used in this Operator Manual:

- Bullets precede instructions.
- Dashes precede list items.

ITEM COUNTER

Menu names and options from the operating menu are written in capital letters.

"Incorrect value."

Messages are highlighted by quotation marks in the text.



A tip offers advice or additional suggestions for improving the operation.

Chapter 'The basics of operation' on page 16 explains how operating and menu sequences are described.

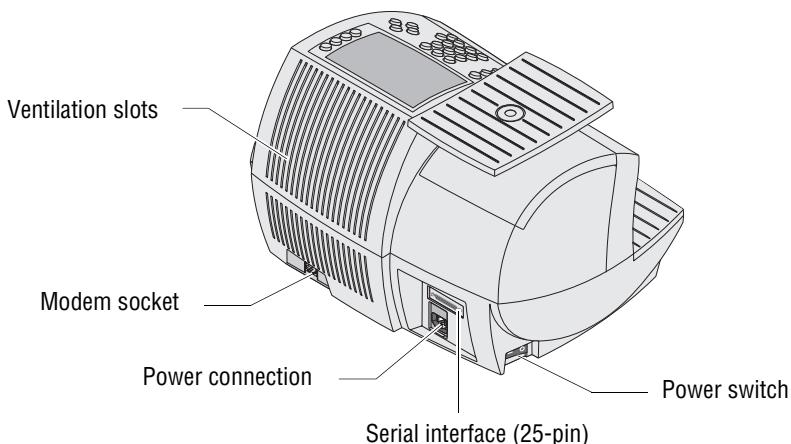
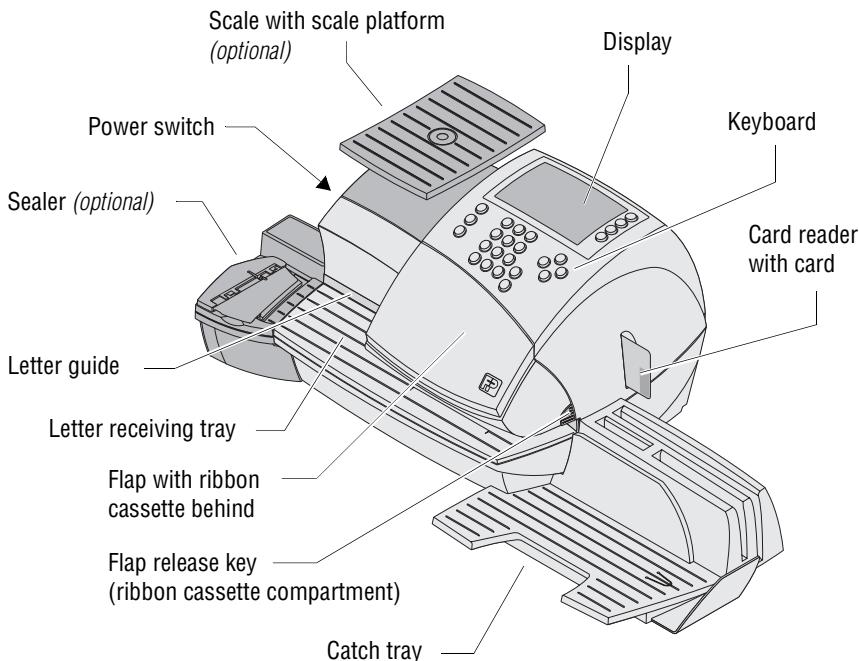
1 Safety tips

The optimail 30 is a digital franking machine with a thermal printer for franking letter mail. The optimail 30 complies with the pertinent safety regulations for office information equipment.

Please observe the following tips for your own safety:

- Install and commission the optimail 30 according to the instructions in the Installation Guide.
- When you move the optimail 30 from a cold environment (i.e. below 10°C / 50°F): Wait at least 24 hours before connecting the optimail 30. The optimail 30 requires this period to adapt to the ambient conditions.
- Use only the power and modem cables provided or approved by Francotyp-Postalia. Make sure that cables are not damaged.
- Only operate the optimail 30 on a grounded single-phase power socket. Make sure your office power supply conforms to the power requirements shown on the serial number plate of the optimail 30.
- Make sure the socket for connecting the optimail 30 is close by and easily accessible at all times.
- Do not remove any parts of the housing.
- Never cover the ventilation slots in the housing.
- Switch off the optimail 30 before cleaning the franking machine or moving it to another location.
- Make sure that no liquids or foreign objects penetrate the interior of the optimail 30. If this happens, pull out the power plug immediately. Have the optimail 30 checked by a service technician before using it again.
- Pull out the power plug in the event of danger! Call the Francotyp-Postalia after-sales service.
- Only use original ribbon cassettes from Francotyp-Postalia. Observe the information enclosed with every package.
- Only use the batteries provided by Francotyp-Postalia. Observe the instructions enclosed with the battery for correct use and disposal.
- Only have maintenance and repair work done by qualified personnel authorised by Francotyp-Postalia. Otherwise your warranty will be voided. You will be liable for any damages.

2 A short description of the optimail 30



Things worth knowing about the optimail 30

The optimail 30 is a franking machine for small and medium-sized mail volumes. It franks letters up to a thickness of 6 mm (0,24") and self-adhesive FP labels.

With up to 30 franking imprints per minute you manage your daily mail volume in virtually no time at all.

Menu-controlled operation

No matter which function you need – from setting the franking imprint to editing system parameters – with the clearly structured user interface on the backlit display you quickly and easily perform these tasks.

Franking

The optimail 30 shows all major franking information at a single glance. You only have to put the letter in place – the optimail 30 feeds the letter, franks it and ejects the ready to send letter to the right.

Letters as advertising medium

In addition to the franking imprint the optimail 30 can simultaneously print an advert of your choice and – quite like an SMS – a text message containing up-to-date information on the envelope.

Teleset

Load postage into the optimail 30 with the Teleset process via a built-in modem – fast, comfortable and, if need be, 24 hours a day.

Protection against unauthorised use

Access cards in check card format protect the optimail 30 against unauthorised use and allow individual access rights to be assigned (MASTER / USER).

Flexible and up to date

New adverts, endorsements or new Royal Mail pricing – simply load updated data into your optimail 30 via chip card.

Thermal printing

The thermal printing process provides a clean, smudge-proof imprint. The solid ink on the ribbon is heated up as it passes the thermal print head, the liquefied ink penetrates the paper of the envelope and remains permanently bonded.

The ribbon cassette is simple to replace with just a few actions.

<i>Additional functions</i>	The optimail 30 offers a number of convenient additional functions that will soon be among your favourites: <ul style="list-style-type: none">– Memory function for frequently used Royal Mail products.– Account function for separate registration and billing of portage costs.– Incoming mail stamp. Print date and time on incoming mail.– Print lists for account data, register states, system information and other information.
<i>Catch tray</i>	The convenient catch tray with adjustable stop is ideal for stacking the processed letters and provides additional storage space.
<i>Options</i>	The following components are available to extend the machine's range of functions: <ul style="list-style-type: none">– Integrated scale. When the optimail 30 includes the space saving, integrated 3 kg-scale, the 'postage calculation' function is available. Depending on the dispatch data and the weight determined by the integrated scale, the optimail 30 fast and reliably calculates the postage.– Sealer. Manually pass the open envelope through the sealer. The moistened flap is pressed down during subsequent franking in the optimail 30.– DX feature. Franking mail pieces for dispatch by private carrier DX.

3 The basics of operation

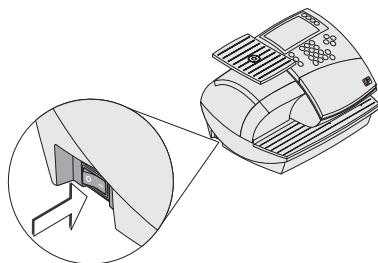
In this chapter you will learn about the basic optimail 30 functions and how to handle the franking machine user interface.

3.1 Turning on / off

Push the power switch, the toggle switch on the back left side of the franking machine, to turn the optimail 30 ON or OFF.



Caution! Wait for at least one minute before you turn the optimail 30 on again.



The home menu (example)

0,31	MEM1	<input type="checkbox"/>
Without Advert	AD	<input type="checkbox"/>
Without Text Message	TXT	<input type="checkbox"/>
FIRST CLASS	END	<input type="checkbox"/>
Ready to meter; feed letter.		▼

Turning on

- Push **I** (= ON) on the power switch. The display lights up and a self check starts. The optimail 30 tests and activates all machine components. This procedure takes some time and is accompanied by signal tones and display messages.

Finally the **home menu** appears.

The optimail 30 is ready and displays the following franking options:

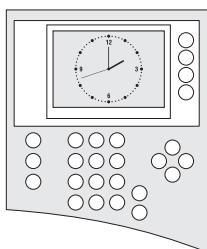
- The postage and, if applicable, the endorsement imprint are the settings saved under **MEM 1**.
- The advert and text message are ruled by the current account.
- An account has been set when an access card (MASTER or USER) has been plugged or access control was disabled.
- Current date.

Turning off

- Push **O** (= OFF) on the power switch.

The optimail 30 switches off. The display light goes out.

3.2 Stand-by



When in stand-by the optimail 30 displays a clock. The display is dark.

The optimail 30 goes to stand-by if you do not feed any letters or press any keys for some time. You can reactivate the optimail 30 by pressing any key.

Refer to Chapter 13.9 on page 74 on how to set the stand-by period.

3.3 Access control – MASTER / USER

The MASTER and USER cards, commonly referred to as access cards, control the access rights to the franking machine.

The card labelled MASTER allows access to all functions.

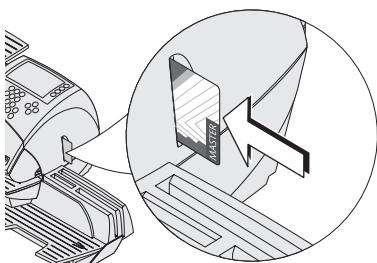
Cards labelled USER allow access to certain functions only.

- Franking to assigned accounts.
- Saving and editing memory items.
- Assigning an advert and a text message to the current account.

Access control with cards can also be disabled. Franking is then possible without access card on all accounts.



For an overview of all access rights refer to page 100.



Inserting an access card

- Insert the access card in the card reader. The chip on the card must face the rear.
- Push in the access card against a slight resistance all the way to the stop. You can feel the card snap in.

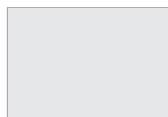
Removing an access card

- Simply pull the access card out of the card reader.

3.4 The user interface

This chapter covers the optimail 30 user interface. You will be introduced to the menu and window types, the used symbols, the modes of operation and how the present manual presents menu / operating sequences.

3.4.1 Key functions



Multifunction keys

The keys to the right of the display are multifunction keys (also called soft keys). These keys are assigned different functions. Display text and symbols indicate the currently assigned function.



Arrow keys

- For scrolling in menus, lists, etc.
- For cursor movement (e.g. when typing text).
- For increasing / decreasing values (when changing selected system parameters).



Memory

Display saved settings and select them for franking.



Enter key

- Confirm input.
- Acknowledge messages.



Clear

Special function in the home menu:

- Keeping the key pressed (approx. 2 seconds) sets the optimail 30 back to default values in the home menu.

Special function in the postage calculation menu (*optimail 30 with scale only*):

- Pressing the key briefly clears one item each.
- Keeping the key pressed (approx. 2 seconds) clears all selected dispatch data.



Opens the **Teleset** menu for:

- Loading postage.
- Calling up register values.



Opens the **MENU** for system settings, administration, special and service functions for the optimail 30.



Back key

- Key pressed briefly: back to last menu / window.
- Keeping the key pressed (approx. 2 seconds):
back to the home menu.



Numeric keys

- For typing numbers.
- For typing text (account names, etc.).

To insert blanks: key **0**.

Available special characters, key **1**:

. , : !; ? % & ' " () * + - / < = > \ ^ _ @ # € £ ¥



Shift key

Switch upper / lower case letters during typing.

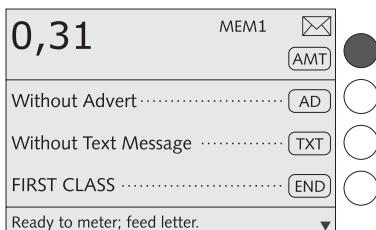
3.4.2 Display symbols

-  The letter symbol indicates: The **optimail 30 is ready for franking**. You can feed and frank mail.
-  The letter box symbol indicates the **Incoming mail stamp** is enabled and ready. You can load incoming mail.
-  The printer symbol indicates the **Print lists** function. A list, report, preview image, etc. can be printed.
- abc The text symbol indicates that text can be typed. The numeric keys are released for text input.
- MEM1 MEM and the memory location number indicate the selected memory item.
-  The hourglass symbol appears when the optimail 30 requires some more time (e.g. when updating data). Please wait until the procedure is finished.
-  Arrows in the status bar indicate the presence of further options that you can select.
Use the arrow keys  to scroll forward or backward.

The following symbols indicate the multifunction key assignment:

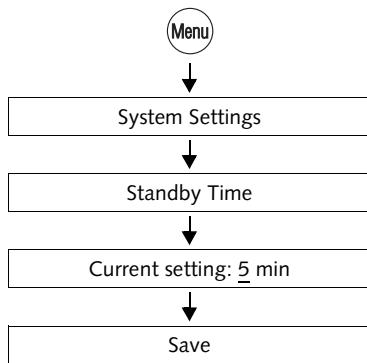
- AMT** Set **Postage**.
- AD** Set **Advert**.
- TXT** Set **Text Message**.
- END** Set **Endorsement**.
- ACT** Change **Account**.
- DAT** Set **Date**.
- IMS** Switch to **Incoming mail stamp** function.
- STC** Return to the franking function (standard carrier) = **Royal Mail mode**.
- SEC** Switch to second carrier = **DX mode** (*with DX feature only*).
- 1** In lists: Select a setting saved in the displayed location (e.g. a memory item, an advert, a text message, an endorsement).
- 2** :

3.4.3 Description of operating procedures and menu sequences in the present Operator Manual



Illustrations of display screens show current settings and what to type.

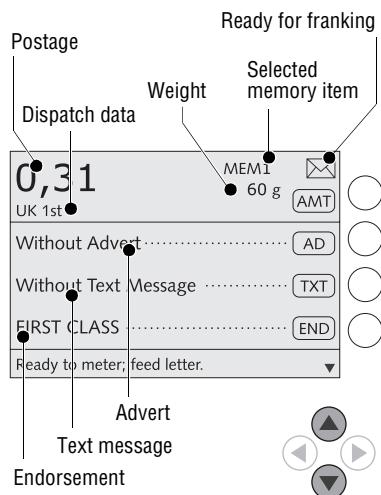
The multifunction key that must be pressed to trigger an action / function is shown in black.



The 'way' through the menu to reach a function as well as inputs / settings for this function are indicated as follows:

- Press the key.
- Select in the menu:
SYSTEM SETTINGS → STANDBY TIME.
(To do so, scroll down with the , press the softkey next to SYSTEM SETTINGS, scroll down with the , and press the softkey next to STANDBY TIME.)
- Type the desired time (= Current setting).
- SAVE the setting shown.

3.4.4 The home menu



The home menu appears after the machine was turned on and the selfcheck has been successfully completed. It displays the current franking settings (postage, advert, text message, endorsement, etc.).

Dispatch data and weight only appear when the postage calculation function is used (*optimail 30 with scale only*).

An account has been set and is indicated in the home menu when an access card (MASTER or USER) has been plugged or access control was disabled.

Symbols indicate the multifunction key assignment and inform about the current settings. Chapter 3.4.2 explains the used symbols.

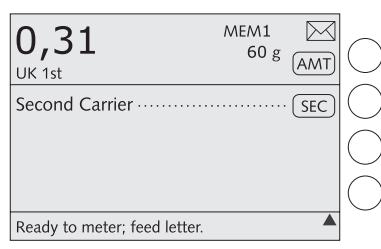
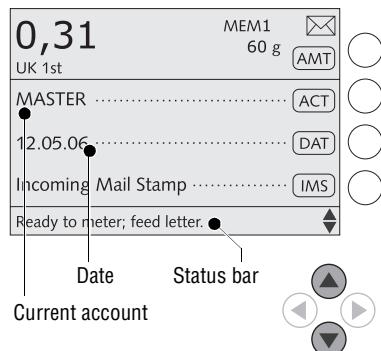
The status bar informs of the current operating state and gives additional hints.

In the home menu you can

- set postage (AMT) and enter the postage calculation menu (*optimail 30 with scale only*)
- select an advertising imprint (AD), a text message (TXT) and an endorsement imprint (END)
- change the date (DAT) for the franking imprint
- weigh (*optimail 30 with scale only*)
- frank.

You can also

- switch to 'Incoming mail stamp' (IMS) function.
- change the account (ACT) (when access to this function is permitted).
- switch to DX mode (SEC) (*if DX option is enabled*).



3.4.5 The menu

Menu
Orderline
Scale and Postage Rate Maintenance
System Information
Item Counter
BACK for franking menu

Other functions:
scroll with arrow keys

Use key **Menu** to open the MENU.

From this menu you can access the administration functions, the system settings and service functions.

Use the arrow keys to scroll to the next page and back.

Use the multifunction keys to select the functions. Depending on the function a menu with further options, an adjustment menu, a list or the like appear.

Pressing the **Back** key always returns you to the higher-level menu.

A quick overview of the MENU is provided on page 102.

3.4.6 Lists

Caption	Symbolises the Print lists function
Advert Selection	• 
Without Advert	0
Happy new year	1
Company	2
Trade show	3
Preview: Long key press	▼
Possible settings	
Status bar	
Next page: scroll with arrow key	

Lists (e.g. for memory items, adverts, text messages) offer all available settings in list form. The assigned number appears on the display right.

You can scroll the list with the arrow keys if more than four memory items are available.

Use the multifunction keys to select one of the available settings.

The caption displays the list's title.

A symbol in the caption can indicate a certain operating state. In the example shown the printer symbol indicates the list can be printed.

The status bar indicates useful additional functions.

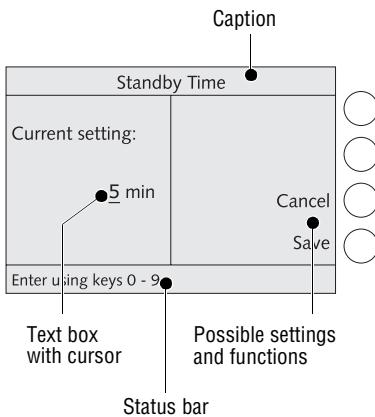


For the advanced user:

Keeping the multifunction key pressed (for approx. 2 seconds) in some lists displays a preview and gives you access to a choice of administrative functions.

For example: from the text message list you have direct access to a menu where you can edit the text message.

3.4.7 Adjustment menus



The optimail 30 opens a separate menu each for editing system parameters and for typing, editing, clearing user-specific data.

Structure and function of these menus are similar. On the display left the optimail 30 shows the current setting. To the right you see other settings and functions you can select with the multifunction keys.

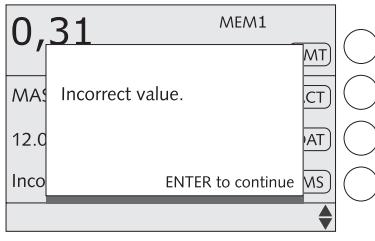
A cursor, the flashing underscore _ indicates a box where you can type text or numbers.

The caption displays the menu's title. A symbol in the caption can indicate a certain operating state.

The status bar informs of special features and gives additional hints.

Adjustment menus can also comprise graphical elements for visualisation.

3.4.8 Popup windows



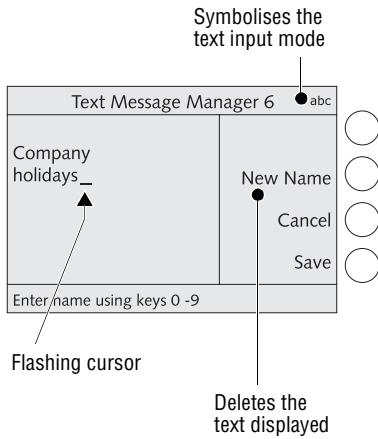
A popup window prompting for input opens for some settings. Messages also appear as a popup.

Confirm messages and inputs with the **Enter** key.

Some popup messages feature auto-confirmation, i.e. they automatically close after some time.

3.5 Text input

Letters including accents, punctuation marks and special characters are assigned to the numeric keys for entering texts such as account names, advert names and text messages. Page 14 shows available special characters.



Typing characters

A cursor  marks the point where a character can be typed in a text box.

- Press the appropriate numeric key as many times in rapid succession until the desired character appears in the display.

After a short time the cursor jumps one digit to the right. You can now type the next character.

Switching upper / lower case letters

- Press the  key.

Inserting line breaks

You always enter a line break manually:

- Press the .

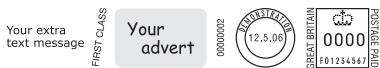
Deleting characters

- Use the arrow keys  to position the cursor on the character to be deleted.
- Press the .

Inserting characters

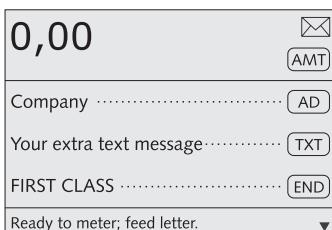
- Use the arrow keys  to position the cursor on the point in the text where the character is to be inserted.
- Type the desired character.

3.6 Test imprint

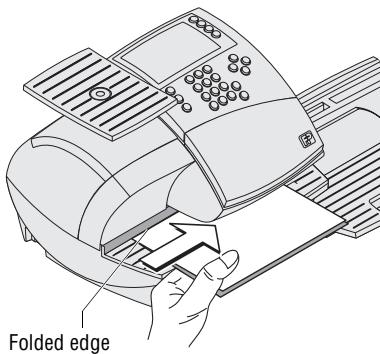


You can check the settings for the franking process and the imprint quality by doing a test imprint with postage value 0,00 (zero imprint).

It is always good practice to use envelopes of reasonable quality as this will ensure a perfect franked impression every time, for more envelope specifications please refer to page 107 of this manual.



- Type the postage value "0" in the home menu.
- "0" is displayed in the status bar.
- Confirm the postage value with the **AMT** multifunction key.
- The postage value 0,00 is set.

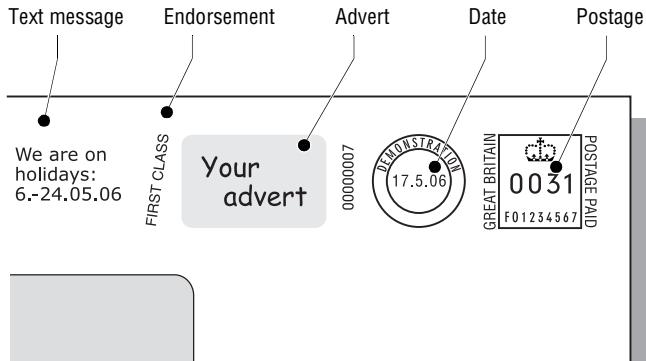


- Fold a sheet of paper (ISO A4 size) in the middle.
- Place the folded sheet of paper on the letter receiving tray:
 - side to be printed face up
 - the folded edge must touch the letter guide.
- Push the sheet in direction of the arrow until the optimail 30 feeds the sheet.

A roller pushes the sheet against ribbon and print head and printing starts as soon as the letter sensor detects the sheet.

The optimail 30 prints the zero imprint and ejects the imprinted sheet to the right.

4 Setting the franking imprint



The present chapter describes the franking imprint settings required by Royal Mail and the optional advertising imprints.

The following settings in the home menu define the franking imprint:

- Postage (see Chapter 4.1)
- Endorsement (see Chapter 4.2)
- Advert (see Chapter 4.3)
- Text message (see Chapter 4.4)
- Date (see Chapter 4.5).

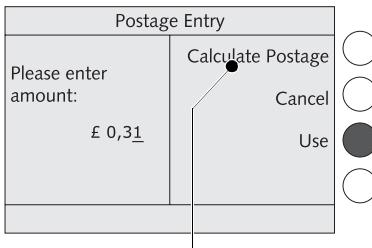
 With the **memory** you can easily and quickly set the postage and the endorsement. Refer to Chapter 8 on how to use the optimail 30 memory function.

4.1 Postage

0,00	<input checked="" type="radio"/>
Without Advert	<input type="radio"/>
Without Text Message	<input type="radio"/>
FIRST CLASS	<input type="radio"/>
Ready to meter; feed letter.	▼

In the home menu:

- Press the key next to **AMT**.



Only available on an optimail 30 with integrated scale

- Type the desired postage.

- Press USE to set the postage.

The optimail 30 returns to the home menu.
The postage is set.

High postage

The optimail 30 issues a warning if you set too high a postage. The optimail 30 thus helps you to prevent overfranking and loss of postage. You can edit the limit for this monitoring function in the SYSTEM SETTINGS menu (see Chapter 13.3 on page 68).



Quick results for the advanced user.

0,00	<input type="button" value="AMT"/>
Without Advert.....	<input type="button" value="AD"/>
Without Text Message	<input type="button" value="TXT"/>
FIRST CLASS	<input type="button" value="END"/>
31	▼

In the home menu:

- Type the desired postage.

The postage is displayed in the status bar.

- Confirm with the key next to **AMT**.

4.2 Endorsement

You can mark special mail types with an appropriate endorsement (e.g. First Class, Special delivery).

0,00	<input type="checkbox"/>
Without Advert	<input type="checkbox"/>
Without Text Message	<input type="checkbox"/>
.....	<input checked="" type="checkbox"/>
Ready to meter; feed letter.	▼

In the home menu:

- Press the key next to **END**.

Endorsement Selection	<input type="checkbox"/>
.....	<input type="checkbox"/>
FIRST CLASS	<input checked="" type="checkbox"/>
SPEC. DELIV.	<input type="checkbox"/>
OVERSEAS MAIL.....	<input type="checkbox"/>
Preview: Long key press	

You see a list with all available endorsements.

- Select the desired endorsement. In the example it is "First Class" (endorsement No. 1).

The optimail 30 returns to the home menu. The endorsement is set.

 Quick results for the advanced user.

0,00	<input type="checkbox"/>
Without Advert	<input type="checkbox"/>
Without Text Message	<input type="checkbox"/>
.....	<input checked="" type="checkbox"/>
1	▼

In the home menu:

- Type the desired endorsement number.
- The number is displayed in the status bar.
- Confirm with the key next to **END**.

4.3 Advert

You can print an advert of your choice on your mail. The optimail 30 offers the following options for advert printing:

- The franking machine can hold a maximum of 6 different adverts. The saved adverts are available to all users.
- Advert on USER card. On request Francotyp-Postalia will supply USER cards with an advert of your choice. The advert is read from the card as soon as the card is inserted.

0,00	<input type="checkbox"/>
	AMT
Without Advert	<input type="checkbox"/>
Without Text Message	<input type="checkbox"/>
FIRST CLASS	<input type="checkbox"/>
Ready to meter; feed letter.	▼

Setting the advertising imprint

In the home menu:

- Press the key next to **AD**.

Advert Selection	
Without Advert	<input type="checkbox"/>
Happy new year	<input type="checkbox"/>
Company	<input type="checkbox"/>
Trade show	<input checked="" type="checkbox"/>
Preview: Long key press	▼

You see a list with all available adverts.

- Select the desired advert. In the example it is “Trade show” (advert No. 3).

The optimail 30 returns to the home menu.
The advert is set.



Quick results for the advanced user.

0,00	<input type="checkbox"/>
	AMT
Without Advert	<input type="checkbox"/>
Without Text Message	<input type="checkbox"/>
FIRST CLASS	<input type="checkbox"/>
3	▼

In the home menu:

- Type the desired advert number.

The number is displayed in the status bar.

- Confirm with the key next to **AD**.

Using the advert from the USER card

- Insert USER card with advert.
- Press the key next to **AD**.

The advert from the USER card appears at the end of the list.

- Press the key next to the last advert in the list.

The optimail 30 returns to the home menu. The advert on the USER card is set for franking.



You can also define the advert on the USER card as the default advert for this account (see page 58).

The advert is then used for the franking imprint immediately after the USER card is plugged.

4.4 Text message

You can print text messages, similar to SMS. The text will appear on the very left of the franking imprint. A text message may contain up to 5 lines with about 20 characters each. When franking without an advert, the text message is shifted to the position of the advert.

0,00		<input type="radio"/>
Without Advert	AD	<input type="radio"/>
Without Text Message	TXT	<input checked="" type="radio"/>
FIRST CLASS	END	<input type="radio"/>
Ready to meter; feed letter.		▼

In the home menu:

- Press the key next to **TXT**.

You see a list with all available text messages.

Text Message Selection	
Without Text Message	<input type="radio"/> 0
Special offers	<input type="radio"/> 1
We are on holidays: 6.-24.05.06	<input checked="" type="radio"/> 2
Not Assigned	<input type="radio"/> 3
Preview: Long key press	▼

Setting an available text message

- Select the desired text message.
In the example that is "We are on holidays..." (text No. 2).

The optimail 30 returns to the home menu.
The text is set.



Quick results for the advanced user

In the home menu:

- Type the desired text message number.
The number is displayed in the status bar.
- Confirm with the key next to **TXT**.

Text Message Selection	
Without Text Message	<input type="radio"/> 0
Special offers	<input type="radio"/> 1
We are on holidays: 6.-24.05.06	<input checked="" type="radio"/> 2
Not Assigned	<input type="radio"/> 3
Preview: Long key press	▼

Creating and changing texts

In the list of text messages:

- Press the key for the text that is to be modified or not assigned yet, until the menu displays TEXT MESSAGE MANAGER...
- To modify an available text:
SELECT CHANGE .
- Type the desired text.
- **SAVE** the new text.

Text Message Manager 2 abc	
We are on holidays: 6.-24.05.06	<input type="radio"/>
	<input type="radio"/>
	<input checked="" type="radio"/>
	<input type="radio"/>
Enter name using keys 0 -9	Save

Deletes the text displayed



If you are not familiar with the text input function of the optimail 30 please refer to Chapter 'Text input' on page 21.

4.5 Date

The date for the franking imprint is set automatically to the current date by the system clock. You can set the date of the franking imprint forward. The optimail 30 does not allow backward dating for franking.

0,00		<input type="radio"/>
	AMT	<input type="radio"/>
MASTER	ACT	<input type="radio"/>
12.05.06	DAT	<input checked="" type="radio"/>
Incoming Mail Stamp	IMS	<input type="radio"/>
Ready to meter; feed letter.		

Setting the mailing date

In the home menu:

- Press the key next to **DAT**.

Print Date	
Current setting:	Today
17.05.06	
	Use
Enter using keys 0 - 9	

- Type the new date.

- Press **USE** to set the date.

The optimail 30 returns to the home menu.

The mailing date is set.



Quick results for the advanced user.

0,00		<input type="radio"/>
	AMT	<input type="radio"/>
MASTER	ACT	<input type="radio"/>
12.05.06	DAT	<input checked="" type="radio"/>
Incoming Mail Stamp	IMS	<input type="radio"/>
170506		

In the home menu:

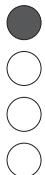
- Type the date.

The numbers you typed are displayed in the status bar.

- Confirm with the key next to **DAT**.

Resetting the date to the current date

Print Date	
Current setting: 12.05.06	Today Cancel Use
Enter using keys 0 - 9	



In the home menu:

- Press the key next to **DAT**.
- Press **TODAY** to set the current date.
- Press **USE** to set the date.

The optimail 30 returns to the home menu.
The current date is set for franking.

5 Franking

In this chapter you can read how to set the account to record postage costs and how to insert letters, postcards and franking labels correctly. You will receive important information and tips on how to prevent incomplete or illegible franking imprints and how to protect the printing system from damage. Please refer to Chapter 4 for further information on how to set franking imprint parameters.

5.1 Selecting / changing an account

An account must always be selected for franking. The current setting is visible in the home menu; you can recognise it by the **ACT** symbol.

Setting the account via an access card

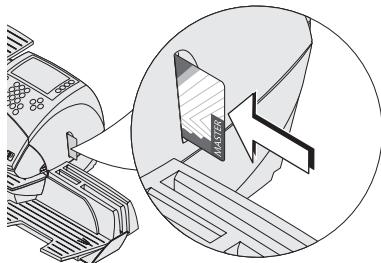
- Insert the USER or MASTER card in the card reader. The chip on the card must face the rear.
- Push in the card against a slight resistance all the way to the stop. You can feel the card snap in.

The optimail 30 selects the account configured on the access card as well as the defaults for adverts and additional text it contains.

0,31	MEM1	<input type="checkbox"/>
MASTER	<input checked="" type="checkbox"/>	ACT
12.05.06	<input type="checkbox"/>	DAT
Incoming Mail Stamp	<input type="checkbox"/>	IMS
Ready to meter; feed letter.		◆

The home menu shows the account name. The postage costs of all subsequent franking procedures will be charged to this account.

Account 1 is always assigned to the MASTER card (account 1 = MASTER account).



Changing the account

0,31	MEM1	
	AMT	
MASTER.....	ACT	
12.05.06.....	DAT	
Incoming Mail Stamp	IMS	
Ready to meter; feed letter.		▲



You can only change the account when working with the MASTER card or when access control was disabled.

In the home menu:

- Press the key next to **ACT**.

The optimail 30 opens a list containing all accounts. You see the account names and numbers.

- Select the desired account.

In the example: "Customer Service" (account No. 7).

The optimail 30 returns to the home menu. The account is set.

You can only select those accounts that were defined in the ACCOUNT ADMINISTRATION menu. You cannot select accounts tagged "Not Assigned".

Select Account		
Goods receipt dept.....	5	
Not Assigned.....	6	
Customer Service.....	7	
Development.....	8	
To print: Feed paper		▼

Not Assigned = account is not available for franking



Quick results for the advanced user.

0,31	MEM1	
	AMT	
MASTER.....	ACT	
12.05.06.....	DAT	
Incoming Mail Stamp	IMS	
	7	▼



In the home menu:

- Type the desired account number.

The number is displayed in the status bar.

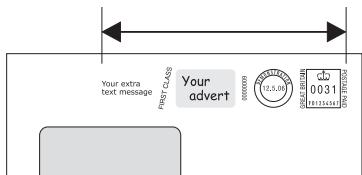
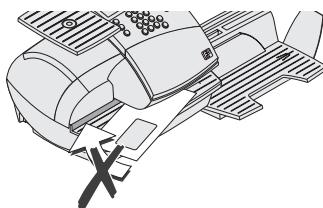
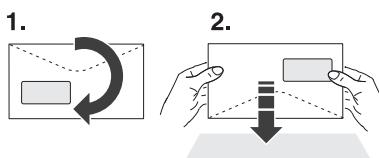
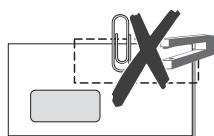
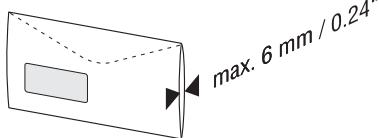
- Confirm with the key next to **ACT**.

5.2 Positioning and franking a letter

The optimail 30 allows letters up to a thickness of 6 mm (0,24") and postcards to be franked. Format and material of mail pieces must meet the specifications on page 107. It is always good practice to use envelopes of reasonable quality as this will ensure a perfect franked impression every time.

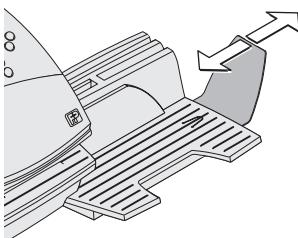


Caution! You can avoid poor franking imprint quality, ribbon breaks and print head damage by simple preventive measures:

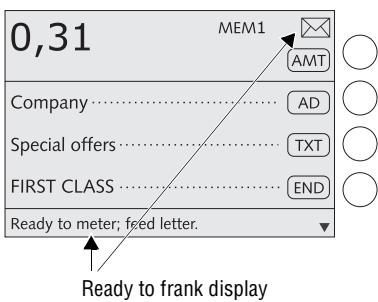


- Several sheets in an envelope may result in thickness differences in the print area that may cause an irregular imprint. In this case frank the empty envelope or use the special FP double labels.
- Use envelopes with as smooth a surface as possible. This gives the best printing results.
- Make sure the letters do not contain any staples or paper clips in the imprinting area.
- Jog the top edge of the envelopes on a flat surface prior to franking. By aligning the letter contents at the top edge you create a smooth area for the franking imprint.
- A standard size letter you best let go during printing. Larger envelopes could do with some support.
- To not try to align or move a letter once the optimail 30 has started feeding it.

- Please observe the length of the franking imprint with an advert and a text message. Use sufficiently sized envelopes or extra large labels provided by Francotyp-Postalia.

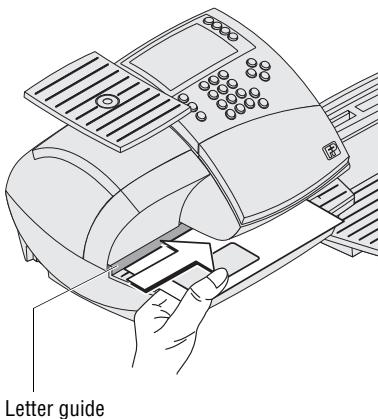


The catch tray can be adapted to different envelope sizes by adjusting the stop. The stop features four catches for the most common sizes.



Franking

You can start franking if the optimail 30 is ready for franking (letter symbol in the top right corner and appropriate information in the status bar).



Positioning a letter / postcard

- Place the letter on the letter receiving tray:
 - side to be printed face up (address field is visible)
 - the top edge must touch the letter guide.
- Push the letter in direction of the arrow until the letter sensor detects the letter.

A roller pushes the sheet against ribbon and print head and printing starts as soon as the optimail 30 detects the letter.

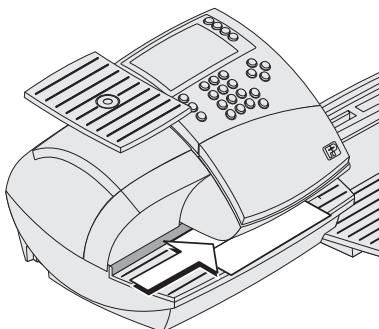
The illustration shows the approximate position where the optimail 30 starts feeding the letter.

The imprinted letter is ejected to the right.



Refer to Chapter 7.3 on page 47 on how to simultaneously moisten and frank letters.

Franking labels



The optimail 30 can imprint self-adhesive double labels. Double labels suitable for optimail 30 are available from Francotyp-Postalia.

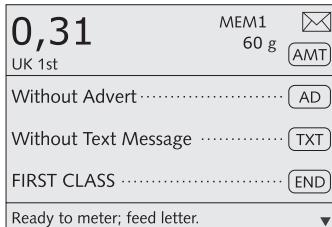
- Place the double labels on the letter receiving tray:
 - side to be printed face up
 - the long edge must touch the letter guide.
- Push the double label in direction of the arrow until the letter sensor detects the double label.

The illustration shows the approximate position where the optimail 30 starts feeding the double label.

The imprinted double label is ejected to the right.

6 Postage calculation (*optimail 30 with integrated scale only*)

6.1 The postage calculation menu



Calling up the postage calculation menu

- In the home menu press the key next to **AMT** **briefly**.

The menu for entering the postage appears.

- Select **CALCULATE POSTAGE**.

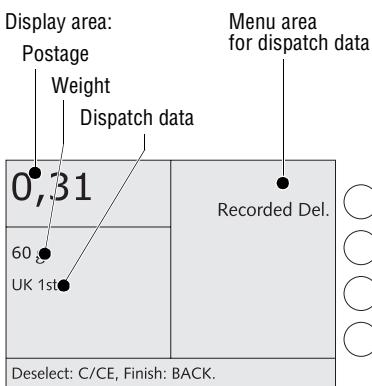
The optimail 30 opens the postage calculation menu. The display area for the current setting is empty. You can now select the desired postal rate.

or

- In the home menu keep the key next to **AMT** **pressed for some time** (approx. 2 seconds).

The optimail 30 opens the postage calculation menu with the current setting. You can now

- make additions to the current setting (e.g. choose special services) or
- delete the current setting step by step and select new settings.

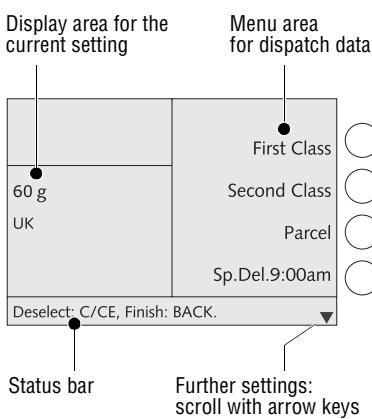


Display of current settings

The display left shows

- the selected dispatch data (destination, type of mail, etc.)
- the weight
- the postage.

The postage only appears if all necessary dispatch data were selected and the displayed weight exceeds 0 g.



Selecting dispatch data

Selectable dispatch data are shown in the display right.

You can scroll the list with the arrow keys if more than four memory items are available.

Use the multifunction keys to select the dispatch data.

Deselecting dispatch data

Press the **C/CE** key to clear (deselect) dispatch data from the display area.

- To clear separately: Press key briefly.
- To clear all: Keep the key pressed for approx. 2 seconds.

Changing to the home menu

Pressing the **Back** key returns you to the home menu.

The optimail 30 saves the current settings to the home menu when the postage calculation menu is left.

6.2 Setting dispatch data for postage calculation

0,31	MEM1	<input checked="" type="checkbox"/>
UK 1st	60 g	<input type="checkbox"/> AMT
Without Advert	<input type="checkbox"/> AD
Without Text Message	<input type="checkbox"/> TXT
FIRST CLASS	<input type="checkbox"/> END
Ready to meter; feed letter.		

In the home menu:

- Press the key next to **AMT** briefly.

The optimail 30 opens the postage entry menu.

Postage Entry	
Please enter amount: £ 0,00	<input checked="" type="checkbox"/> Calculate Postage
	<input type="checkbox"/> Cancel
	<input type="checkbox"/> Use

- Select **CALCULATE POSTAGE**.

Within UK	<input type="checkbox"/>
60 g	<input type="checkbox"/> Europe
	<input type="checkbox"/> Airmail Zone1
	<input type="checkbox"/> Airmail Zone2
Choose option	▼

The optimail 30 opens the postage calculation menu. The display area for the current setting is empty.

Selecting dispatch data

The optimail 30 successively prompts you to specify all necessary details.

- Select the desired setting by pressing the appropriate multifunction key.

All selected dispatch data are shown in the display area (display left).

The example shows the following settings:

- Destination: **EUROPA**
- Type of mail: **LETTER**

Within UK	<input type="checkbox"/>
60 g	<input checked="" type="checkbox"/> Europe
Cl 60 g	<input type="checkbox"/> Letter
Eur 0,83	<input type="checkbox"/> Small Packets
De 60 g	<input type="checkbox"/> Signed For
Eur. Lett	<input type="checkbox"/> Signed For 500
	<input type="checkbox"/> Airsure
	<input type="checkbox"/> Airsure 500
Deselect: C/CE, Finish: BACK	

The postage appears as soon as all necessary dispatch data are selected and the displayed weight exceeds 0 g.

4,33	Signed For	<input checked="" type="radio"/>
60 g	Signed For 500	<input type="radio"/>
Eur. Lett Sig.	Airsure	<input type="radio"/>
	Airsure 500	<input type="radio"/>
Deselect: C/CE, Finish: BACK.		

Selected special service

Selecting special services

- Select the desired special service by pressing the appropriate multifunction key. This is SIGNED FOR in the example.

The selected special service is shown in the display area (display left).

The selected special service is also inverted in the menu area (display right).

6,53	Signed For	<input checked="" type="radio"/>
60 g	Signed For 500	<input type="radio"/>
Eur. Lett A500	Airsure	<input type="radio"/>
	Airsure 500	<input type="radio"/>
Deselect: C/CE, Finish: BACK.		



You can press the appropriate multifunction key to deselect a special service.

A flashing postage indicates special features of the product setting (e.g. country-specific particularities, dispatch with selected settings not permitted in all countries). Please contact Royal Mail to be informed of the latest regulations.

When the desired dispatch data are set:

- Press the  key to return to the home menu.



You can save frequently used settings as memory items and directly access these in the home menu. Refer to Chapter 8 on how to use the optimail 30 memory function.

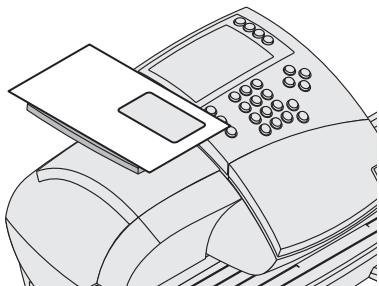
6.3 Weighing, postage calculation, franking



Caution! Please consider the following notes on how to use the integrated scale:

- The scale is designed for a maximum weight of 3 kg.
- The optimail 30 can determine a new weight only if the scale has been emptied beforehand. You must therefore empty the scale platform before you place a new mail piece to be weighed.

You can weigh your mail pieces in the home menu but also in the postage calculation menu.



- Select the desired dispatch data in the postage calculation menu (see Chapter 6.2) or set them via the memory (see Chapter 8.1).
- Place the mail piece on the scale platform.

A beep signals the scale has determined the mail piece weight.

Note: This tone cannot be heard if the optimail 30 audible signal was disabled.

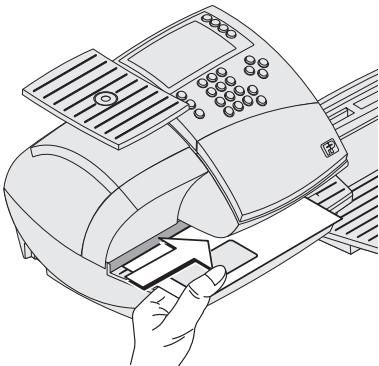
4,52	76 g	<input checked="" type="checkbox"/> AMT
Eur. Lett Sig.		<input type="radio"/>
Without Advert	<input type="radio"/> AD
Without Text Message	<input type="radio"/> TXT
OVERSEAS MAIL	<input type="radio"/> END
Ready to meter; feed letter.		▼

The weight determined by the scale is set. The optimail 30 sets the appropriate postage for franking using the selected dispatch data and the displayed weight.

The optimail 30 also sets the appropriate endorsement if automatic endorsement selection is enabled. Read Chapter 13.13.3 on page 80.

- If necessary: Press the **Back** key to return to the home menu.
- Check the other settings for the franking imprint and – if necessary – edit them accordingly (date, advert, etc.).

- Take the mail piece from the scale platform and frank as usual (see Chapter 5.2).



The 'High postage' monitoring function is inactive if you use the 'Postage calculation' function.

7 Special functions

7.1 Using the DX feature *(optional)*

7.1.1 Things worth knowing about the DX feature

12. 5. 06



The optimail 30 can frank mail pieces for dispatch by the private carrier DX. You can switch between 'Royal Mail mode' and 'DX Mode' in the home menu.

In order to use the DX feature it has to be activated in your optimail 30, the DX imprint and a DX license number have to be stored in the franking machine. Then the additional function 'Second Carrier' **SEC** is available in the home menu.



For activation of the DX feature in your optimail 30 please contact the FP after-sales service or your local sales agent.

Special features of the DX mode

- The optimail 30 captures DX franking procedures in a separate counter for the second carrier.
- The postage costs for DX franking procedures are settled directly with the private carrier.
- The postage calculation function of the optimail 30 and the integrated scale are not available in DX mode.
- You can use an external postal scale (e.g. a flexiscale) for postage calculation in DX mode.
- You cannot use the account function for DX franking procedures.
- DX franking procedures will not be captured in the registers or the resettable item counter.

7.1.2 Franking DX-mail

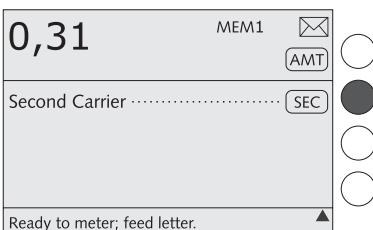
Switching DX mode on

If the access control of the optimail 30 is enabled:

- Insert access card (MASTER / USER).

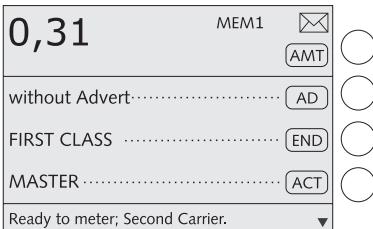
The set account is for access control only and is not shown in the DX mode.

The DX franking procedures will not be booked to this account.



In the home menu:

- Press the key next to **SEC**.



The optimail 30 switches to **DX mode**. The status bar indicates that the optimail 30 is ready for franking in DX mode in the following way: **“Ready to meter; Second Carrier”**.

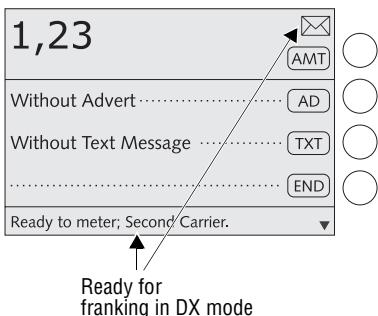


If a flexiscale (external FP postal scale) is connected to the optimail 30: At the flexiscale switch from 'Royal Mail' to 'DX'. The set carrier will be transmitted to the optimail 30 and the appropriate mode will be set automatically.

Please read Chapter 7.4 on page 49 and the flexiscale operator manual for detailed information on operation with an external postal scale.

Franking DX-mail

- Set postage, endorsement, advert, text message and date.
Make the settings exactly as described for Royal Mail franking procedures (see Chapter 4 on page 23).

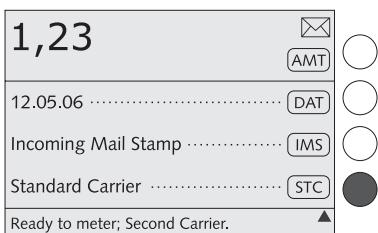


When the optimail 30 is ready for franking in DX mode:

- Position the mail piece as usual and frank it.



For setting postage and endorsement you can also use the memory function (see Chapter 8 on page 51).



Switching DX mode off – returning to Royal Mail mode

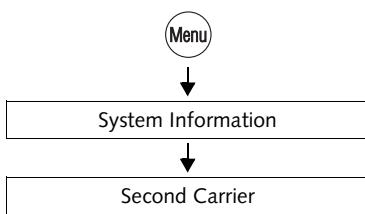
In the home menu:

- Press the key next to **STC**.

The optimail 30 switches to Royal Mail mode.

7.1.3 Viewing and printing information on DX mode

The optimail 30 captures all DX franking procedures in separate piece and value counters. You can view and print the counter states.



- Press **Menu**.
- Select in the menu:
SYSTEM INFORMATION→SECOND CARRIER.

You see the number and the total value of all DX franking imprints as well as the DX license number.

Printing the DX report

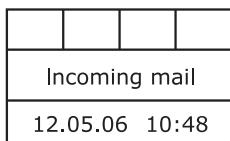
- Load an empty sheet or a double label.

The optimail 30 prints a report with the DX information.

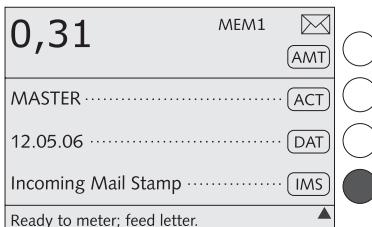


Only FP after-sales service is authorised to reset the DX counter.

7.2 Stamping incoming mail



You can use the incoming mail stamp function to mark your incoming mail (up to 6 mm / 0,24" thickness). The incoming mail stamp shown to the left bears date and time.

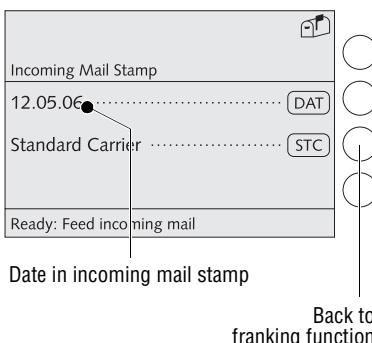


Setting the incoming stamp

In the home menu:

- Press the key next to **IMS**.

The optimail 30 sets the **Incoming Mail Stamp** and displays the set date.



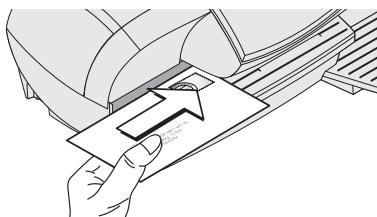
Date of incoming mail

You can set the incoming mail stamp date as desired. Backdating is permissible. Read page 29 to find out how to set the date.

The time is included in incoming mail stamps with the current date only.

Date in incoming mail stamp

Back to
franking function



Stamping incoming mail

- Position the incoming mail with the side to be printed face up.

The optimail 30 prints the incoming mail stamp and ejects the mail piece to the right.



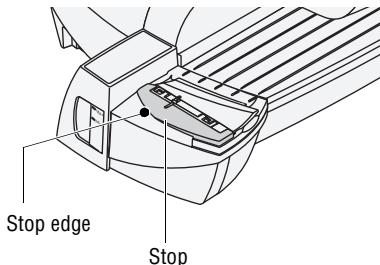
Press the key next to **STC**, to return to the franking function (Royal Mail mode).

7.3 Moistening and sealing letters (optional)

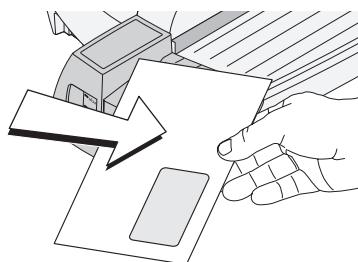
Operating the optimail 30 with the specially available sealer lets you seal and frank letters in a single step.

The sealer is filled with tap water and installed on the left side of the optimail 30. Two catches fasten the sealer to the franking machine housing. For further information on how to set up the sealer please refer to the Installation Guide.

The sealer is suitable for all commercially available gummed envelopes whose flaps are not longer than 78 mm (3").

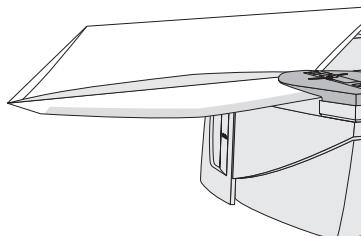


The present chapter explains how to use the sealer. Please refer to chapters 4 and 5 on how to set the franking imprint and frank.



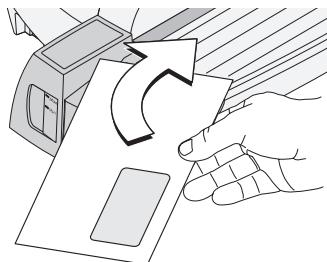
Moistening the envelope flap

- Hold the letter with the open flap facing downward.
- Engage the letter at the sealer in arrow direction.



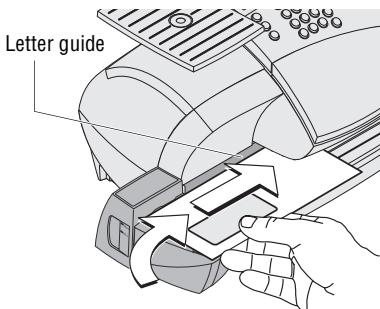
The illustration shows the correct letter position in the sealer:

- the flap is positioned underneath the stop
- the stop edge is exactly in the flap groove.

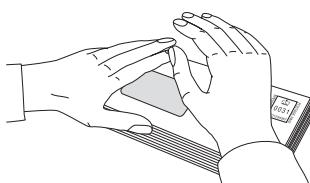


- Guide the letter through the sealer with an arched motion as shown in the illustration.

This will pass the gummed flap edge along the moistening felt and moisten it.



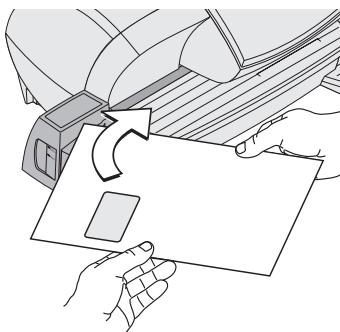
- Align the letter top edge with the franking machine letter guide and push in the letter in arrow direction until the optimail 30 feeds and franks the letter.



Sealing moistened envelope flaps

We recommend that you firmly press on the envelope flaps after franking to make sure the envelopes are firmly sealed.

- Stroke your hand firmly over the envelope's / letter stack's flap area.



Large-sized mail pieces

You best guide large-sized mobilises with both hands during moistening. You should support the mail piece only slightly as soon as the franking machine has started feeding it.

7.4 Using an external postal scale

As standard, the optimail 30 features a 25-pin interface. You can connect an existing Francotyp-Postalia letter and parcel scale (e.g. a flexiscale) to this interface.

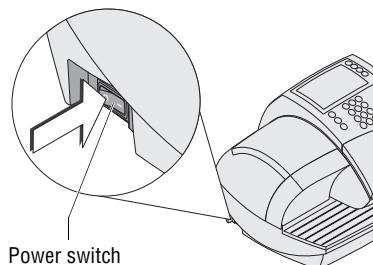
The FP postal scale determines the weight and calculates the postage. The postage and the endorsement (if applicable) are automatically sent to the optimail 30 and set in the home menu.

7.4.1 Connecting the postal scale to the optimail 30

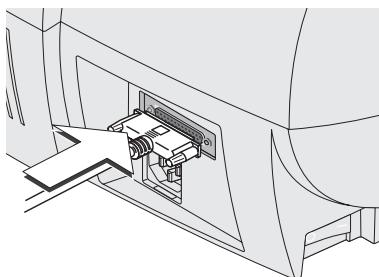
You need a special interface cable to connect the postal scale to the optimail 30. A suitable interface cable is available from Francotyp-Postalia.



Caution! Read the Operator Manual of your FP postal scale before you connect it to the optimail 30. Obtain information on how to connect the franking machine to the FP postal scale and how to set the scale for operation with the franking machine.



- Turn off the optimail 30.
- Turn off the FP postal scale.



- Plug the 25-pin interface cable supplied by Francotyp Postalia to the 25-pin interface on the optimail 30 and tighten the screws.
- Connect the interface cable to the FP postal scale.
- Turn the optimail 30 on again.
- Turn on the FP postal scale.
- Set up the FP postal scale for operation on optimail 30.

7.4.2 Operating optimail 30 with an external postal scale



Caution! Also read the Operator Manual of your FP postal scale. Pay special attention to the information on how to safely operate the postal scale.

0,31	MEM1	
	AMT	<input type="radio"/>
Without Advert	AD	<input type="radio"/>
Without Text Message	TXT	<input type="radio"/>
FIRST CLASS	END	<input type="radio"/>
Ready to meter; feed letter. ▾		

- Turn on the optimail 30 and FP postal scale.

The optimail 30 must display the home menu and be ready for franking.

- Determine the postage with the FP postal scale.

0,83		
	AMT	
Without Advert	AD	<input type="radio"/>
Without Text Message	TXT	<input type="radio"/>
OVERSEAS MAIL	END	<input type="radio"/>
Ready to meter; feed letter. ▾		

The postage and the endorsement (if applicable) are automatically sent to the optimail 30 and set in the home menu.

- Select all other settings for the franking imprint (advert, text message, etc.).
- Frank the mail piece.

8 Memory

The basic optimail 30 version features 4 memory items. Each memory item can hold a postage with appropriate endorsement.

An optimail 30 with integrated scale features 9 memory items. You can store the settings for postage calculation instead of postage and endorsement. When a new rate table comes into effect, the memories are automatically updated.

In the MEMORIZED RATES menu you can save and delete memory items, overwrite them with a new assignment and assign them names of your choice.

8.1 Setting postage or dispatch data for postage calculation using the memory



- Press the **MEM** key.

You see a list with all available memory items.

- Select the desired memory. In the example it is memory No. 4 (postage £ 0,44 with endorsement OVERSEAS MAIL).

Memorized Rates	
£ 0,31 FIRST CLASS	<input type="radio"/> 1
£ 0,22	<input type="radio"/> 2
UK Parcel	<input type="radio"/> 3
£ 0,44 OVERSEAS MAIL	<input checked="" type="radio"/> 4
Preview: Long key press	▼

0,44	MEM4	
Without Advert	<input type="radio"/> AD	
Without Text Message	<input type="radio"/> TXT	
OVERSEAS MAIL	<input type="radio"/> END	
Ready to meter; feed letter.	▼	

The optimail 30 returns to the home menu and displays the set memory (MEM 4).

The saved setting (postage and endorsement *or* settings for postage calculation) are selected.

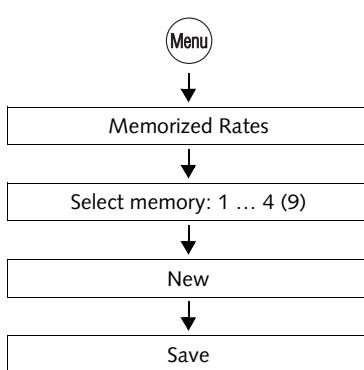


Quick results for the advanced user:

- Type the memory item number in the home menu.
- Confirm with the **MEM** key.

8.2 Saving memory items

As memory you always save the current settings in the home menu, i.e. the postage and the endorsement or settings for postage calculation. Please refer to Chapter 4 on how to set the postage and the endorsement. Please refer to Chapter 6 for more information on 'postage calculation'.



- Press the **(Menu)** key.
- Select in the menu: **MEMORIZED RATES**.
- Select the memory number under which you wish to save the settings.

The optimail 30 opens the Memorized Rates menu. The display left shows the old assignment.

- Press **NEW** to adopt the current setting in the home menu.
- The new assignment is shown.
- Press **SAVE** to save the current assignment as memory item.



Memory 1

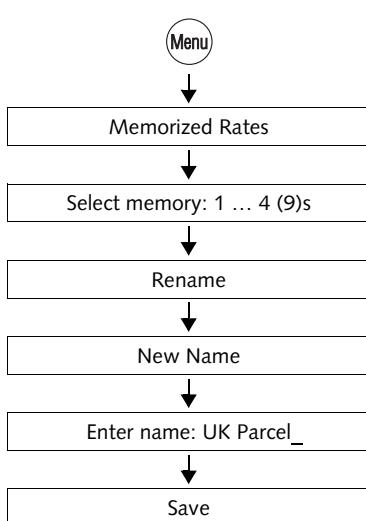
The optimail 30 uses the settings saved under Memory 1 as power-on default.

Functions in the NEW MEMORIZED RATE menu and their meanings
(*optimail 30 with scale only*):

LESS WEIGHT	Sets the displayed weight to 0 g. Saving writes the dispatch data and the 0 g weight to a memory item. You must weigh your mail piece each time you call up such a memory item.
INC WEIGHT	Indicates the current weight again.

8.3 Renaming memory items

You can name each of the memory items. The memory item selection list shows this name instead of the saved assignment.



- Press the **Menu** key.
- Select in the menu: MEMORIZED RATES.
- Select the memory the name of which you wish to change.
- Use RENAME to open the menu for the memory names.
- With NEW NAME you can delete the entire name shown.
- Type the desired name.
In the example this is “UK Parcel”.
- Press SAVE to save the name.

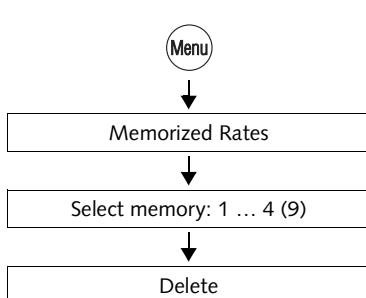
The memory item selection list now shows this name instead of the saved setting.



For notes on how to type text see page 21

8.4 Deleting memory items

You can overwrite superfluous memory items with a new assignment or delete them.

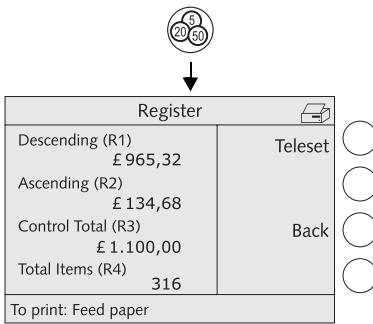


- Press the **Menu** key.
- Select in the menu: MEMORIZED RATES.
- Select the memory you wish to delete.
- Press DELETE to delete the saved setting.

The memory list indicates “Not Assigned”.

9 Displaying and printing registers

The optimail 30 saves important parameters and information on used postage in registers. You can view and print the register states.



- Press the  key.

The REGISTER menu displays the current register states.

Printing registers

- Load an empty sheet or a double label as usual.

The optimail 30 prints the register report.

The registers store the following information:

DESCENDING (R1)	Postage still available
ASCENDING (R2)	Total value of all franking imprints performed
CONTROL TOTAL (R3)	Sum total of all loaded sums
TOTAL ITEMS (R4)	Total number of franking imprints performed (including zero imprints)



DX frankings will not be captured by the registers.

10 Loading postage – Teleset

Teleset is the loading of the desired postage credit via modem. The modem is built into the optimail 30. To load postage a connection is made to the Teleset Data Centre (TDC) with the optimail 30 and the desired amount is loaded. Accounting is as per your contract with Royal Mail.

Permissible amounts

You may load amounts to a maximum of £ 9.990 in steps of £ 10.

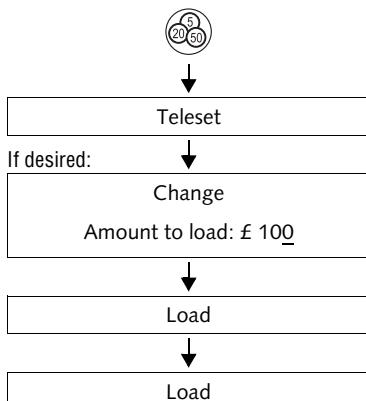
The permissible maximum amount depends on the postage credit left on your optimail 30. When topping up, you must not exceed the upper credit limit of £ 9.999,99 (Register: Descending R1).

Regular contact with the Teleset Data Centre

For reasons of safety Royal Mail demands that the franking machine connects with the Teleset Data Centre at regular intervals. The optimail 30 displays a message when a contact with the Teleset Data Centre is due. You have to load postage as usual. Simply load a sum of £ 0 if you do not need any postage for the time being. The optimail 30 will disable vital functions until a contact with the Teleset Data Centre could be established if you fail to react to the message within an adequate period of time. Please contact the Francotyp-Postalia after-sales service if you have any questions.

Loading postage

The optimail 30 must be connected to the telephone line for the duration of the loading process. Make sure that the dialling parameters for the modem are correctly set up.



- Press the key.
- Select TELESET to call up the loading procedure.
- Accept the amount to be loaded
or
use CHANGE to open the menu for the amount to be loaded. Type the desired amount.
- Confirm with LOAD.

To load the displayed amount:

- Use LOAD to establish the connection to the Teleset Data Centre.

Loading continues automatically. You can monitor the progress in the display. Please stand by. Data exchange takes some time.

The new residual amount is indicated when loading ends.



Use REPORT to view and print the loading report.

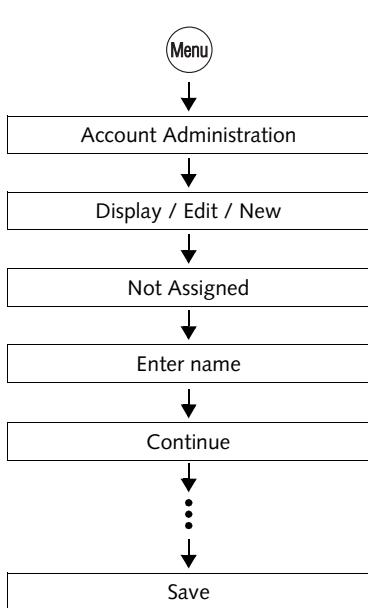
11 Account administration

With the optimail 30 account administration function you can record and evaluate franking procedures separated by accounts. Accounts can be sections / departments of a company or individual companies within a community office.

You can define up to nine accounts in your optimail 30 and set up access rights with MASTER and USER cards. Account 1 is defined ex factory and permanently assigned to the MASTER card (MASTER account).

Refer to Chapter 5.1 on page 31 on how to select accounts for franking.

11.1 Setting up a new account



- Press the **Menu** key.
- Select in the menu:
ACCOUNT ADMINISTRATION →
DISPLAY / EDIT / NEW.
- Select a NOT ASSIGNED account in the list.

The optimail opens the procedure for setting up the account.

- Simply follow the instructions on the display.

The optimail 30 successively prompts you to specify all necessary details.

Possible settings are explained on the next page.

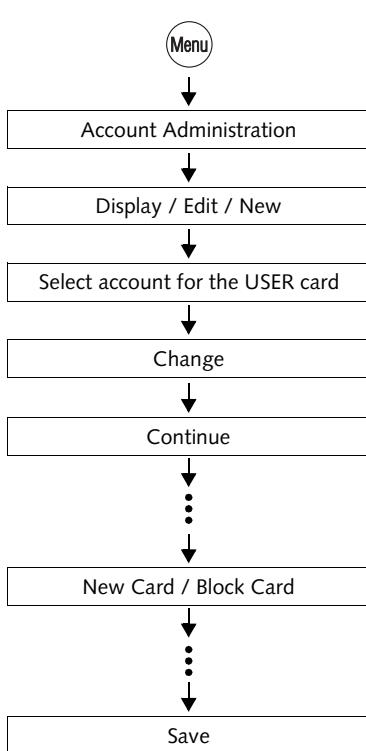
- Press CONTINUE to save the displayed parameter.
- If all parameters are complete: SAVE the new account.

Possible account parameters and their meaning:

Name	Letters, special characters and numbers	Refer to page 21 for information on how to type text.
Default advert	NO DEFAULT	The advert selected last remains set in the home menu when you select an account.
	WITHOUT ADVERT	The selection made automatically becomes effective when you change to the account.
	All saved adverts	
FROM CARD		When you insert the 'USER with advert' card the advert on the card is selected.
<p><i>The advert from the USER card always appears <u>at the end of the list</u>.</i></p> <p>Prerequisites:</p> <ul style="list-style-type: none"> – The account is set up. – The 'USER with advert' card must be assigned to the account and inserted. 		
Default Text Message	NO DEFAULT	The text message selected last remains set in the home menu when you select an account.
	WITHOUT TEXT MESSAGE	The selection made automatically becomes effective when you change to the account.
	All saved text messages	
Teleset access	YES	Teleset is released. The account user is authorised to load postage.
	NO	Teleset is locked.
Cards	YES	At least one USER card is assigned to the account.
	NO	No USER card is assigned to the account.

11.2 Assigning / blocking USER card(s) for an account

Each account (except MASTER account) can be assigned one or several USER cards. The USER card allows access to the assigned account only. You can block the USER card(s) in order to protect the optimail 30, e.g. when a card is lost.



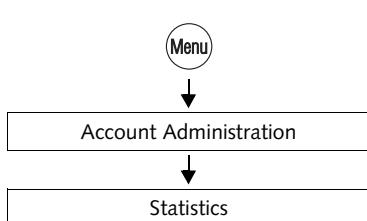
- Press the **Menu** key.
- Select in the menu:
ACCOUNT ADMINISTRATION →
DISPLAY / EDIT / NEW.
- Select the account for which a card is to be programmed.
- Use CHANGE to open the procedure for changing the account parameters.
- Press CONTINUE until the menu for card assigning / blocking appears.
- Select NEW CARD to assign the account a USER card
or
BLOCK CARD all USER cards for this account.
- Follow the instructions on the display to assign a USER card.
- Complete the procedure of changing account parameters with SAVE.



You can overwrite no longer used or blocked USER cards with a new account assignment.

11.3 Viewing and printing account statistics

You can view and print the postage used by the separate accounts and the number of franking imprints in an overview. The printed list also includes the current settings of all accounts.



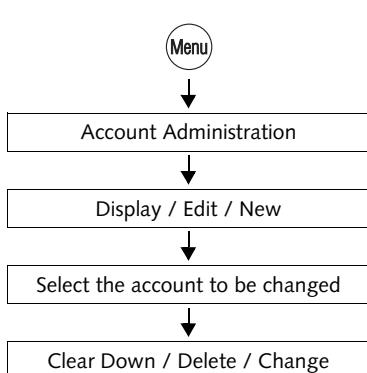
- Press the **(Menu)** key.
- Select in the menu:
ACCOUNT ADMINISTRATION → STATISTICS.

Printing account statistics

The account statistics comprise 2 pages.

- Load an empty sheet or a double label for each page.

11.4 Changing / clearing down / deleting an account



- Press the **(Menu)** key.
- Select in the menu:
ACCOUNT ADMINISTRATION → DISPLAY / EDIT / NEW.
- Select the account to be changed.

The ACCOUNT ADMINISTRATION menu appears. The display left indicates the current account parameters (name, default advert, etc.) and the usage data (postage used and number of franking imprints since last Clear down).

Refer to page 58 for an explanation of the account parameter meanings.



Note: The USER card allows access to the assigned account only. The administration menu for this account opens immediately after ACCOUNT ADMINISTRATION.

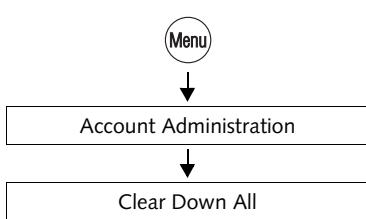
Account Administration 7		
Name	Customer Service	Clear Down 
Postage used	£ 8,65	Delete 
Item(s)	23	Back 
Advert	Company	Change 
To print: Feed paper		

- You can CHANGE, CLEAR DOWN or DELETE the account shown.

Functions in the ACCOUNT ADMINISTRATION menu and their meaning:

CLEAR DOWN	Clears down all incurred postage data (Postage used) and the number of franking imprints performed (Items) for the account shown.
DELETE	Deletes the account shown, including all account data.
CHANGE	<p>Opens the procedure for changing the account parameters (name, default advert, etc.).</p> <p>The optimail 30 successively displays the parameters you are authorised to change. You can keep or change the current parameters.</p> <p>Press CONTINUE to save the displayed parameters.</p> <p>When the procedure is finished, select SAVE <i>or</i> CANCEL to either save or discard all changes.</p>

11.5 Clearing down all accounts



- Press the **Menu** key.
- Select in the menu:
ACCOUNT ADMINISTRATION →
CLEAR DOWN ALL.

Following a security prompt the postage used and the number of franking imprints are cleared down for all accounts.

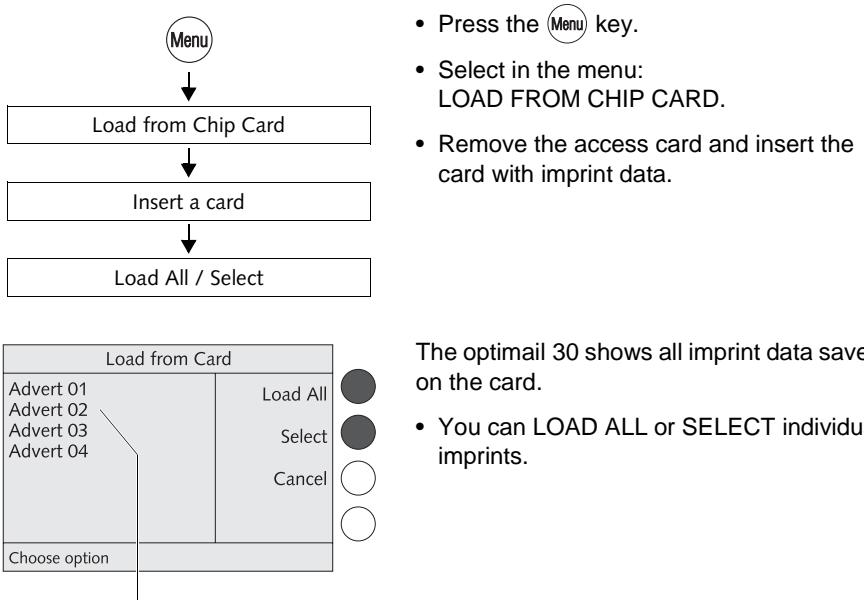
12 Imprint management

The optimail 30 offers a number of powerful management functions for managing individual imprint elements. Among these are setting up text messages, the assignment of custom names for adverts, graphical preview and printing of adverts as well as deleting of superfluous adverts, text messages and endorsements. You can load new adverts and endorsements from chip card.

The following chapters explain the functions in more detail.

12.1 Loading imprint data from cards

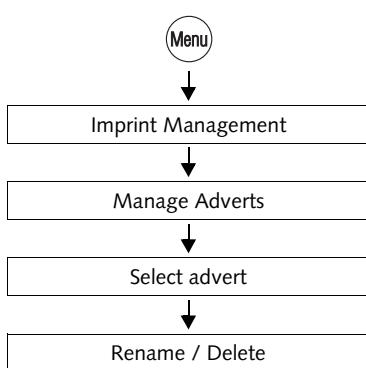
You can easily load imprint data (adverts, endorsements) from chip card. Order the desired imprints from Francotyp-Postalia.



Functions in the LOAD FROM CARD menu and their meaning:

LOAD ALL	Loads all data from the card into the optimail 30.
SELECT	<p>optimail 30 prompts for each imprint: "Do you want to load: YES / NO".</p> <p>When you have answered all prompts, the selected imprints are flagged with OK.</p> <p>Use LOAD to load the selected imprint data into the optimail 30.</p>

12.2 Using / renaming / deleting adverts



- Press the **Menu** key.
- Select in the menu: **IMPRINT MANAGEMENT → MANAGE ADVERTS**.
- Select the desired advert.

The **ADVERT MANAGER** menu shows a simplified graphical preview of the advert.

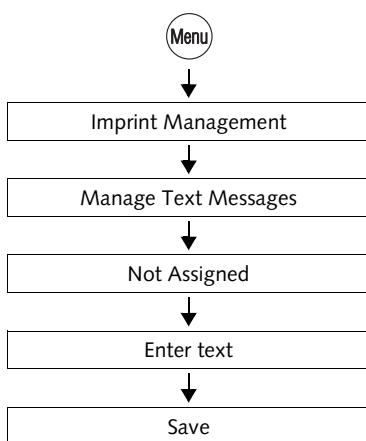
- You can **RENAME** or **DELETE** the advert.

Functions in the ADVERT MANAGER menu and their meaning:

RENAME	<p>Opens the menu where you can change the name.</p> <p>You can change the name that appears in the home menu and in the advert lists as you like. For notes on how to type text see page 21.</p>
DELETE	Deletes the advert on display after a security prompt.
USE	Selects the advert for franking.

12.3 Entering new text messages

The optimail 30 is provided with 6 memory slots for text messages. A text message may contain up to 5 lines with about 20 characters each.

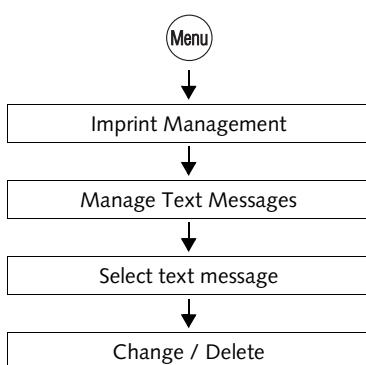


- Press the key.
- Select in the menu:
IMPRINT MANAGEMENT → MANAGE TEXT MESSAGES.
- Select a NOT ASSIGNED memory slot from the list.
- Type the desired text.
- SAVE the displayed text.



Refer to page 21 for detailed information on how to enter text.

12.4 Editing / deleting text messages



- Press the key.
- Select in the menu:
IMPRINT MANAGEMENT → MANAGE TEXT MESSAGES.
- Select the text message.

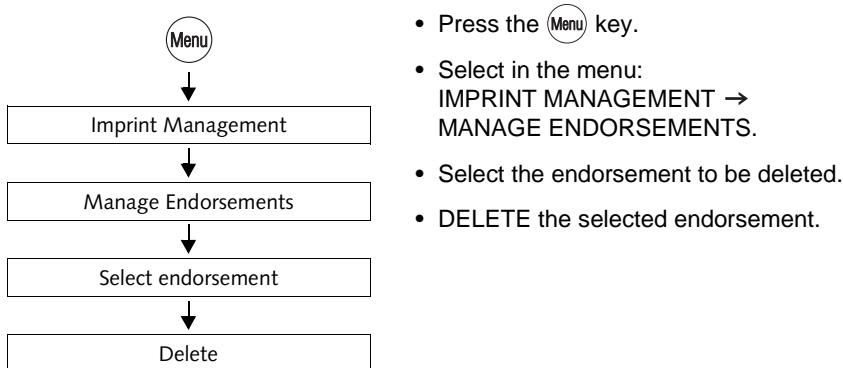
The TEXT MESSAGE MANAGER menu displays the saved text.

- You can CHANGE or DELETE the displayed text.

Functions in the TEXT MESSAGE MANAGER menu and their meaning:

CHANGE	Opens the menu where you can edit the text. You can move the cursor in the text and delete or insert characters at the indicated position. For notes on how to enter text see page 21.
DELETE	Deletes the text after a security prompt.
USE	Selects the text for franking.

12.5 Deleting endorsements



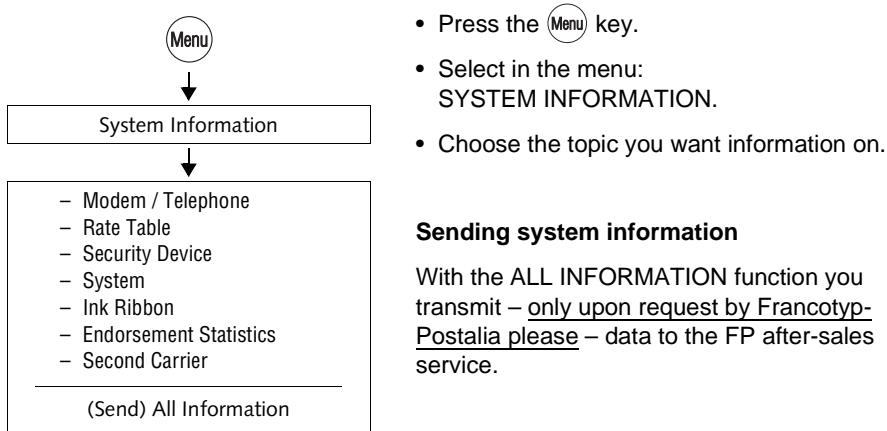
Functions in the EDIT ENDORSEMENT menu and their meaning:

DELETE	Deletes the endorsement after a security prompt.
USE	Selects the endorsement for franking.

13 Advanced settings & system information

13.1 Viewing / printing / sending system information

You can view and print all major machine parameters as a list. optimail 30 also lets you send the data to the FP after-sales service.

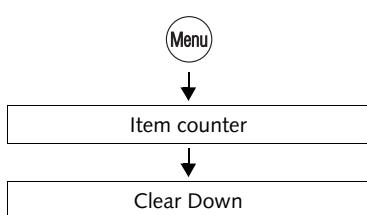


Available reports and information:

MODEM / TELEPHONE	Modem name and dialling parameters Saved telephone numbers
RATE TABLE	Available rate tables and validity
SECURITY DEVICE	Technical information, among others the machine state, validity and battery state
SYSTEM	Machine number, software and imprint data
INK RIBBON	Ink ribbon parameters and usage information
ENDORSEMENT STATISTICS	Information on the endorsement usage
SECOND CARRIER	Information on DX feature (DX license, total number and total value of all DX frankings performed)

13.2 Displaying and clearing down the item counter

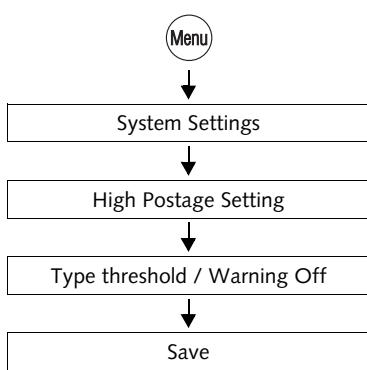
Apart from storing the total number of franking imprints in register (R4) and the account counters the optimail 30 features a customisable item counter. This item counter counts all Royal Mail franking imprints. Independently of other optimail 30 counter functions you can reset the item counter to zero or use it as a daily or job counter. DX frankings will not be counted.



- Press the key.
- Select in the menu: ITEM COUNTER.
- CLEAR DOWN clears the displayed counter state without security prompt.

13.3 High postage – setting the threshold

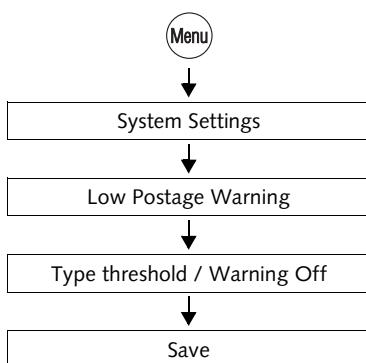
The 'High postage' function issues a warning when the set postage exceeds a defined threshold. You can also disable this warning function.



- Press the key.
- Select in the menu: SYSTEM SETTINGS → HIGH POSTAGE SETTING.
- Type the desired threshold
or
select WARNING OFF to disable the warning function.
- SAVE the setting shown.

13.4 Low postage warning – setting the threshold

The ‘Low postage warning’ function warns you when the available postage in your optimail 30 drops below a preset threshold. You can also disable the low postage warning.



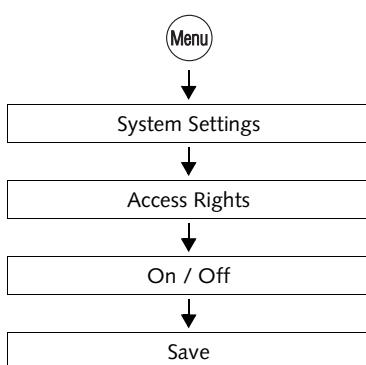
- Press the **Menu** key.
- Select in the menu: SYSTEM SETTINGS → LOW POSTAGE WARNING.
- Type the desired threshold
or
select WARNING OFF to disable the warning function.
- **SAVE** the setting shown.

13.5 Setting the access rights



Caution! Disabling the access rights will disable the account access restrictions. Every user can frank on all accounts.

You can only change the access rights status if the MASTER card is fitted.



- Press the **Menu** key.
- Select in the menu: SYSTEM SETTINGS → ACCESS RIGHTS.

The ACCESS RIGHTS menu appears.
The current access rights setting is shown in the display left.

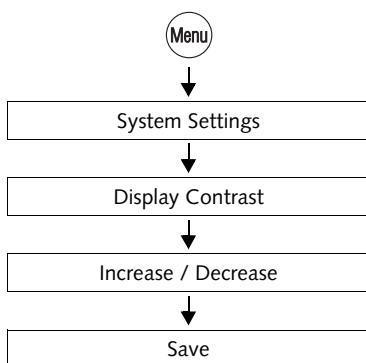
- Turn access rights ON or OFF.
- **SAVE** the setting shown.

Access rights – possible settings and their meaning:

ON	Franking is possible with a valid access card (MASTER or USER) only.
OFF	No access restrictions for franking. Franking is possible <u>without access card</u> on all accounts.

13.6 Setting the display contrast

You can adapt the display contrast to increase the readability.



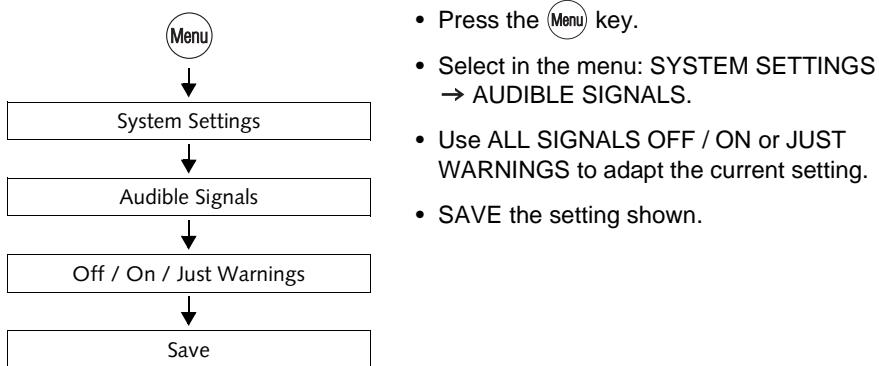
- Press the **(Menu)** key.
- Select in the menu: SYSTEM SETTINGS → DISPLAY CONTRAST.
- Use INCREASE or DECREASE to adapt the display contrast.

You can see the change immediately in the display. Change settings until you can easily read the display.

- **SAVE** the setting.

13.7 Setting audible signals

The optimail 30 confirms each keypress with a beep. A series of audible signals indicates an error. You can restrict the scope of audible signals to warnings or turn off the audible signals altogether.



Audible signals – possible settings and their meaning:

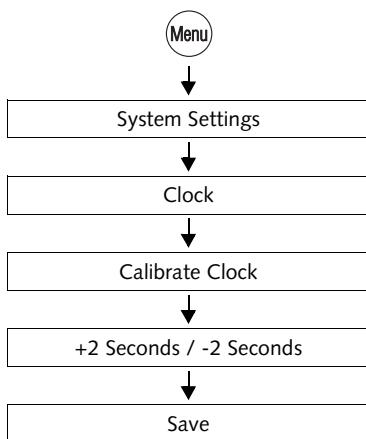
ON	Audible signal with each keypress, with each message
OFF	No audible signals
WARNINGS ONLY	Important audible signals only, audible signals with errors

13.8 Clock

The optimail 30 features a battery-backed system clock adjusted at the factory. It is rarely necessary to correct the time. The optimail 30 automatically corrects the time when summer time starts and ends. You can disable this automatic function and manually correct the time for summer time.

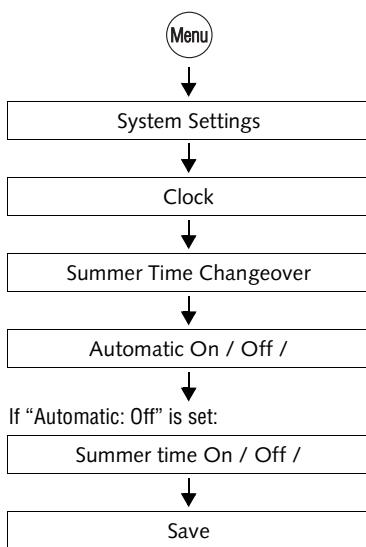
The FP after-sales service is responsible for making changes to the basic setting and for correcting larger time offsets.

13.8.1 Correcting the time



- Press the **(Menu)** key.
- Select in the menu: SYSTEM SETTINGS → CLOCK → CALIBRATE CLOCK.
You will see the current time and the set correction.
- Use +2 SECONDS / -2 SECONDS to correct the time.
You can set the system clock early or late by up to 5 minutes.
- **SAVE** the setting shown.

13.8.2 Summer time changeover



- Press the  key.
- Select in the menu:
SYSTEM SETTINGS → CLOCK → SUMMER TIME CHANGEOVER.

The SUMMER TIME CHANGEOVER menu shows the current setting in the display left for

- automatic changeover
- summer time
- time.

The table below explains the possible settings.

- You can turn the automatic changeover ON or OFF.

If the automatic changeover is turned off:

- Set the correct summer time by hand.
- SAVE the setting shown.

Summer time changeover – possible settings and their meaning:

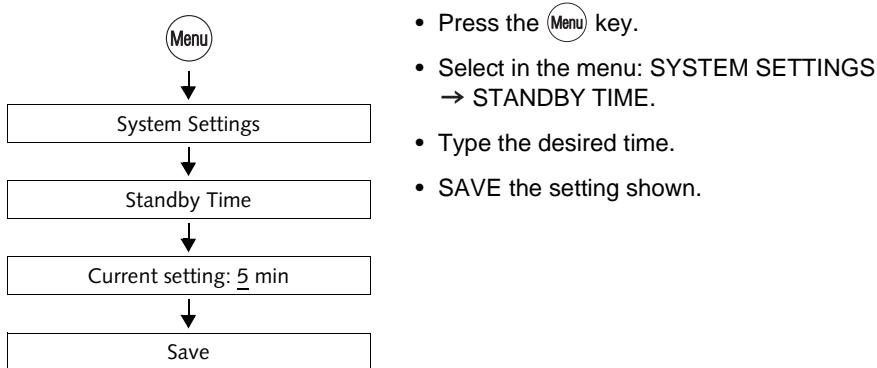
Automatic	ON	The optimail 30 automatically corrects the time when summer time starts and ends.
	OFF	The optimail 30 <u>does not</u> automatically correct the time when summer time starts and ends.
Summer time	ON	The clock is set to summer time.
	OFF	The clock displays the set standard time.

13.8.3 Setting the time zone

This function is irrelevant in the United Kingdom. Leave the time zone setting unchanged!

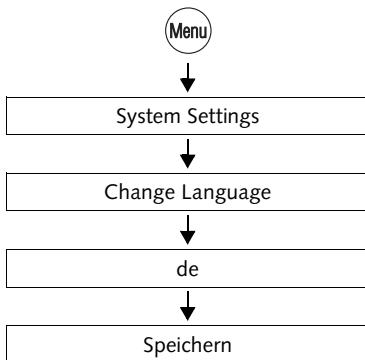
13.9 Changing the stand-by time

The stand-by time is the time after the last franking procedure or the last keypress the optimail 30 waits until it switches to the clock display. The factory setting is 5 minutes.



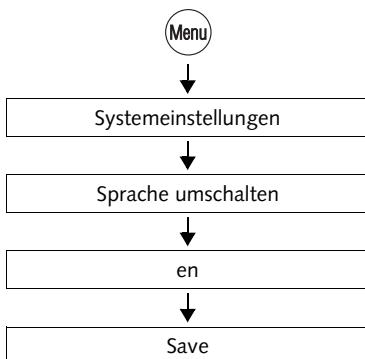
13.10 Changing the user interface language

The optimail 30 user interface supports the languages English and German. Language changeover will have immediate effect. Text messages as well as the names for accounts, adverts, etc. remain unchanged.



Switching the user interface to German

- Press the **Menu** key.
- Select in the menu: **SYSTEM SETTINGS** → **CHANGE LANGUAGE**.
- Select the language **DE** (German).
- Save the language setting (**SPEICHERN**).

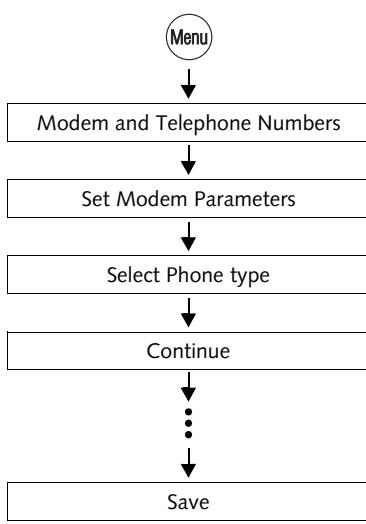


Switching the user interface to English

- Press the **Menu** key.
- Select in the menu: **SYSTEMEINSTELLUNGEN** → **SPRACHE UMSCHALTEN**.
- Select the language **EN** (English).
- **SAVE** the language setting.

13.11 Modem settings – changing dialling parameters

You must set the modem parameters for the optimail 30 to match your telephone connection. The modem configuration is part of the log-in procedure during commissioning. You should verify and, if necessary, correct the settings if changes were made to your telephone system.



- Press the **(Menu)** key.
- Select in the menu:
MODEM AND TELEPHONE NUMBERS
→ SET MODEM PARAMETERS.

The optimail 30 opens the procedure for setting the modem parameters.

- Follow the instructions on the display.

The optimail 30 prompts you for:

- phone type
- access method
- the exchange digit if applicable.

- Press **CONTINUE** to set the displayed parameter.

When finished the optimail 30 displays all valid parameters.

- If the modem parameters shown are correct: **SAVE**.



The table on the next page shows and explains the possible settings.

Modem parameters – possible settings and their meaning

Phone type	DIRECT LINE	optimail 30 is connected to a direct line.
	EXTENSION	optimail 30 is connected to an extension.
Access method (extension only)	EXCHANGE DIGIT	Defines how the exchange is dialled from the extension.
	HOOK FLASH	Usually you would dial EXCHANGE DIGIT. The hook flash time of the integrated modem has been fixed to 500 ms.
Exchange digit	The exchange digit depends on the telephone system. A W indicates waiting for the dialling tone. A comma (,) indicates a dialling pause.	Use the numeric keys to type the exchange digit. The exchange digit can comprise several digits. Normally, a '0' is used. Use WAIT to define waiting for the dialling tone after the exchange digit was dialled. Use PAUSE to insert a dialling delay of 2 seconds.

13.12 Changing dial-up numbers

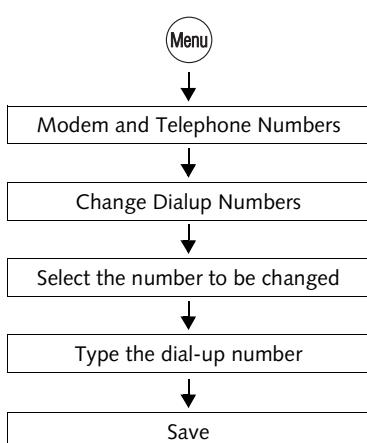
The optimail 30 comes with major dial-up numbers for franking machine operation saved ex factory.

The dial-up numbers and their meaning:

TDC	Dial-up number of the Teleset Data Centre. The optimail 30 dials this number during the Teleset process.
ORDERLINE	Use this phone number to order accessories and consumables. View the number under: MENU → ORDERLINE.
SERVICE	Help line dial-up number For your questions and issues regarding optimail 30 operation.
REMOTE DIAGNOSE	The optimail 30 dials this number when sending data to FP after-sales service.



Caution! Change the dial-up numbers only when instructed to do so by Francotyp-Postalia. Wrong dial-up numbers can cause troubles, e.g. during postage loading.



Changing a dial-up number

- Press the key.
- Select in the menu:
MODEM AND TELEPHONE NUMBERS
→ CHANGE DIALUP NUMBERS.
- Select the dial-up number to be changed.
The optimail 30 opens the menu where you can change the stored dial-up numbers.
- Change the stored dial-up number or type a new number.
- SAVE the displayed dial-up number.

Functions in the CHANGE DIALUP NUMBERS menu and their meaning:

SPACE Inserts a space character. This can improve the dial-up number readability.
Space characters are ignored during dialling.

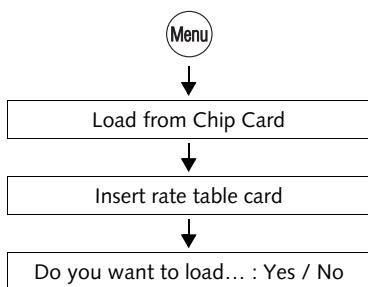
NEW NO. Deletes the displayed dial-up number.
You can then type a new number.

13.13 Integrated scale (optional)

13.13.1 Loading a new rate table

You must update the rate table for postage calculation if postage regulations or rates have changed. The optimail 30 supports loading of new rate tables from chip card. Order the new rate table card from Francotyp-Postalia.

The optimail 30 can save up to 2 rate tables. The optimail 30 automatically monitors the validity of rate tables. The system clock controls the switchover to the valid rate table.



Loading rate tables from card

- Press the  key.
- Select in the menu:
LOAD FROM CHIP CARD.
- Remove access card and insert the rate table card.

The optimail 30 prompts “Do you want to load the Rate Table : Yes / No”?

- Confirm with YES to load a new rate table into the optimail 30.



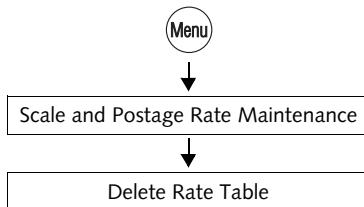
For information on the current rate table select SYSTEM INFORMATION → RATE TABLE in the menu (see also page 67).

13.13.2 Deleting rate tables



Caution! You cannot select a rate table to be deleted. All rate tables saved in the optimail 30 will be deleted.

Postage calculation is impossible without valid rate table!



- Press the **(Menu)** key.
- Select in the menu: SCALE AND POSTAGE RATE MAINTENANCE → DELETE RATE TABLE.
- Confirm the security prompt with YES.

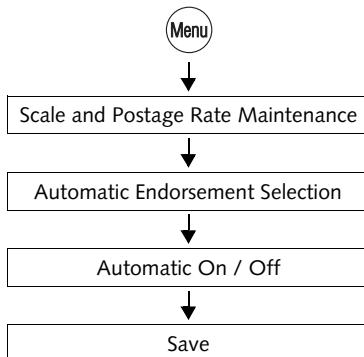
All rate tables saved in the optimail 30 will be deleted after a security prompt. At the same time the optimail 30 deletes the memory items.



Before you can use the postage calculation function again you must load a rate table.

13.13.3 Turning automatic endorsement selection on / off

This parameter defines whether postage calculation is to control the endorsement selection in the home menu.



- Press the **(Menu)** key.
- Select in the menu: SCALE AND POSTAGE RATE MAINTENANCE → AUTOMATIC ENDORSEMENT SELECTION.
- Turn the automatic endorsement selection ON or OFF.
- **SAVE** the setting shown.

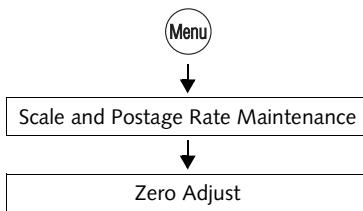
Automatic endorsement selection – possible settings and their meaning:

ON	During postage calculation the optimail 30 selects an appropriate endorsement on the basis of the selected postal rates and sets it for franking. The optimail 30 does <u>not</u> print an endorsement if a suitable endorsement is not available.
OFF	The optimail 30 does not automatically select an endorsement. During franking the optimail 30 prints the endorsement selected in the home menu.

13.13.4 Zeroing

The integrated scale is automatically zeroed if deviations from the zero point are detected. This is indicated by a popup message.

You must zero the scale if you wish to weigh with a pre-load (e.g. when using an extra scale platform).

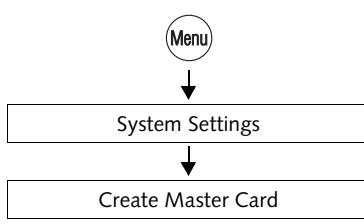


- Setting the desired initial state for the scale: Remove load from scale or place pre-load in position.
- Press the  key.
- Select in the menu: SCALE AND POSTAGE RATE MAINTENANCE → ZERO ADJUST.

A popup message indicating that the scale is being zeroed appears in the display for some seconds. The scale is zeroed as soon as the message disappears.

13.14 Creating a MASTER card

MASTER card holders can generate another MASTER card with this function.



- Press the **Menu** key.
- Select in the menu:
SYSTEM SETTINGS
→ CREATE MASTER CARD.
- Follow the instructions on the display.
The optimail 30 will guide you through the generating procedure for a new MASTER card.

14 Maintenance and care

Have your optimail 30 serviced and cleaned regularly by a service technician. This guarantees long-term, trouble-free operation. Ask about our low-cost care and maintenance agreement.

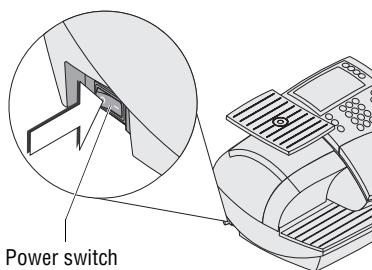
You can do the following work yourself:

- Cleaning the outside.
- Changing the ribbon cassette.
- Changing the battery.
- Topping up water for envelope flap moistening (*optimail 30 with sealer*).
- Cleaning / replacing the rocker with moistening felt (*optimail 30 with sealer*).
- Replacing the absorption felt (*optimail 30 with sealer*).

14.1 Cleaning the franking machine



Warning! Make sure that no liquids or foreign objects penetrate the interior of the optimail 30. If this happens, pull out the power plug immediately. Have the optimail 30 checked by a service technician before using it again.



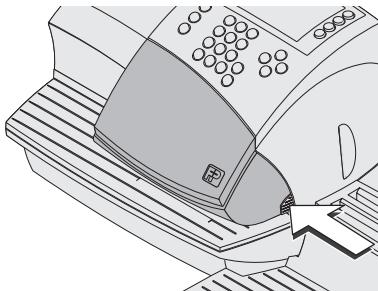
- Turn off the franking machine.
- Unplug the power cable from the socket.
- Clean the outside of the franking machine housing, the catch tray and, where available, the scale platform with a slightly damp cloth.

You can also use a commercially available washing-up liquid.

14.2 Changing the ribbon cassette

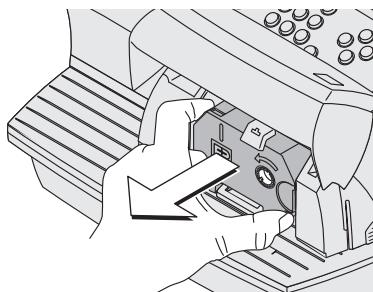


Caution! Only use original ribbon cassettes from Francotyp-Postalia.

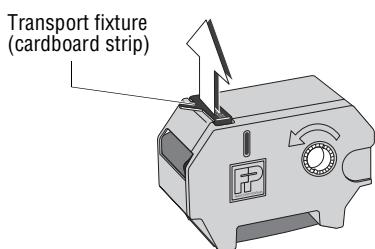


- Open the flap of the ribbon cassette compartment by lightly pressing the release catch.

The flap swings up automatically.



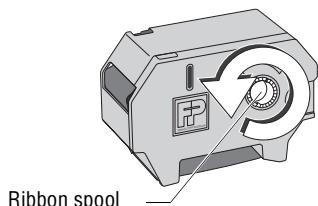
- Holding it as shown in the illustration, pull out the used ribbon cassette in arrow direction.



- Take the new ribbon cassette from the packing.

A cardboard strip may be present in the ribbon cassette as transport fixture (see the illustration).

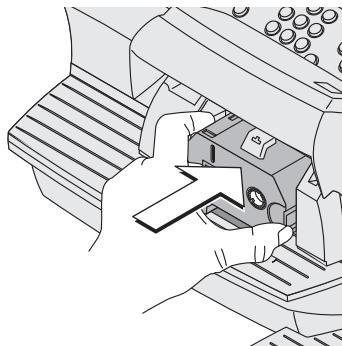
- If present: Remove the cardboard strip.



- Tension the ribbon. Turn the white ribbon spool in the direction of the arrow.

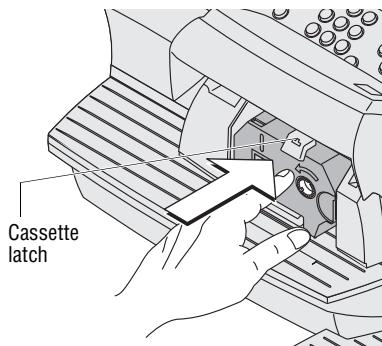


Caution! Make sure not to crease or tear the ribbon when inserting it. Otherwise the ribbon might break.

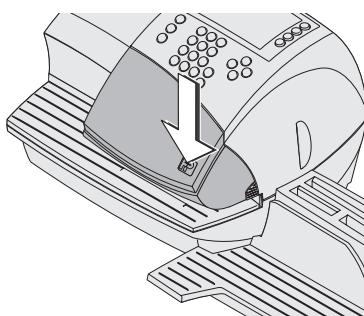


Also make sure the edges of the ribbon do not fold over. Folded ribbons are thicker and prematurely fill the take-up ribbon spool.

- Place the ribbon cassette on the letter receiving tray with the ribbon facing downwards.
- Hold the ribbon cassette as shown in the illustration and carefully insert it in the cassette slot. The cassette must easily slide into the cassette slot.



- Insert the cassette until the latch snaps in.

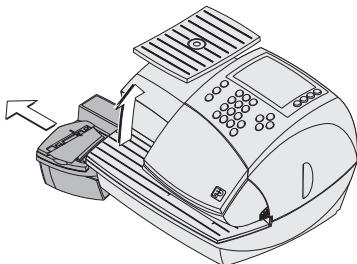


- Close the flap. You can feel the lock snap in.

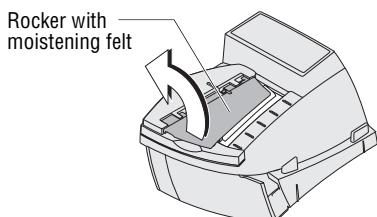
14.3 Sealer (*optional*)

14.3.1 Cleaning

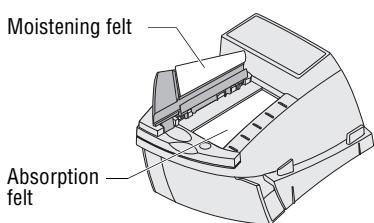
To remove glue residues the sealer should be cleaned once a month.



- Separate the sealer from the franking machine:
Slightly lift the franking machine on the left side and pull the sealer away to the left.



- Swing up the rocker with the moistening felt.

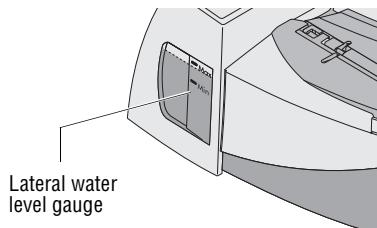


- Thoroughly rinse absorption and moistening felts under running water.
- Wipe the housing with a damp cloth. You can also use a commercially available washing-up liquid.
- Top up the water (see page 87).
- Dry the sealer.
- Connect the sealer to the franking machine.



For further information on how to connect the sealer to the franking machine please refer to the Installation Guide.

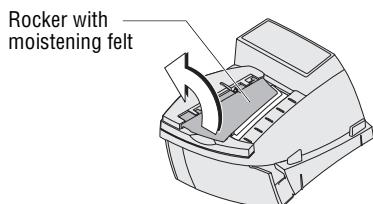
14.3.2 Checking the water level and topping up water



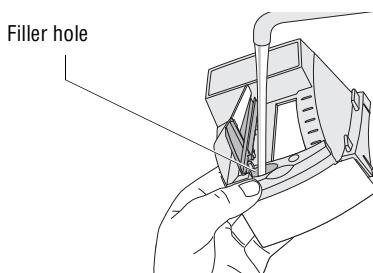
- Check the water level in the sealer regularly.

Make sure the sealer is always filled at least to the 'Min' mark to prevent the felts from drying up. When felts with glue residues dry up they harden to the point of becoming prematurely useless.

Topping up water

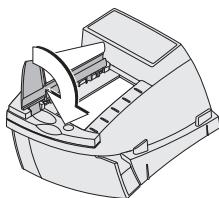


- Separate the sealer from the franking machine: Slightly lift the franking machine on the left side and pull the sealer away to the left.
- Swing up the rocker with the moistening felt.



The filler hole for topping up the sealer is now accessible.

- Top up sealer with tap water.
- Check the water level.
The water level in the sealer should roughly reach to the 'Max' mark.

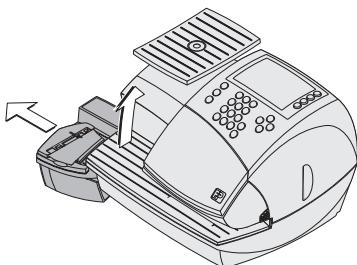


- Swing down the rocker.
- If necessary: dry the sealer outside.
- Connect the sealer to the franking machine.

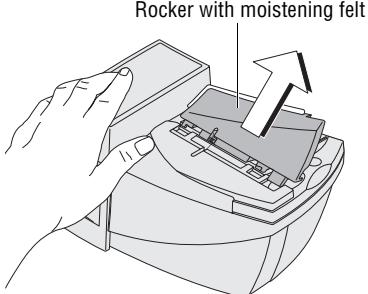


Francotyp-Postalia offers a special bottle with filling hose as accessory. This bottle lets you top up the sealer right at the installation site.

14.3.3 Replacing felts

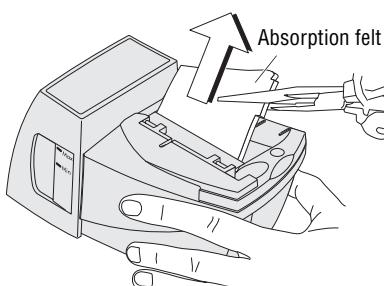


- Separate the sealer from the franking machine:
Slightly lift the franking machine on the left side and pull the sealer away to the left.
- Empty the water reservoir.



Removing the rocker with moistening felt

- Slightly tilt the rocker and pull it off in an obliquely upward direction.

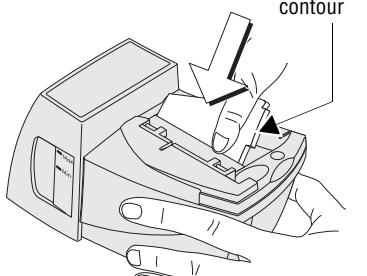


Removing the absorption felt

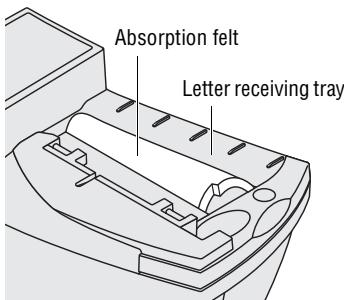
- Grip the absorption felt with pliers or tweezers and pull it out upwards.

Installing the absorption felt

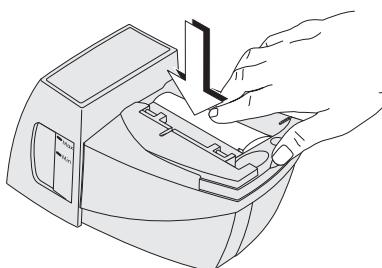
Positioning contour



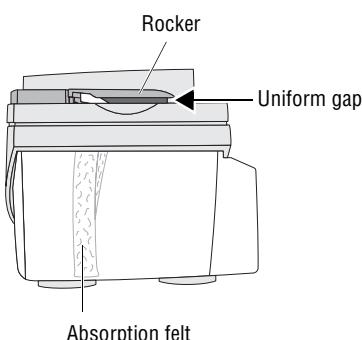
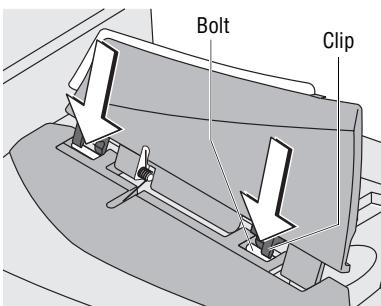
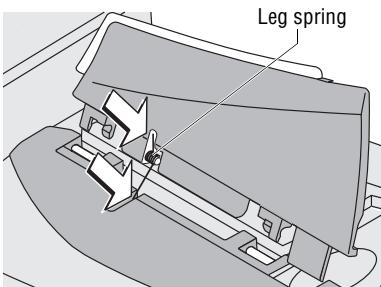
- Install a new absorption felt as shown in the illustration. The felt should be halfway in the sealer.



- Bend the upper part of the felt to the right and push it beneath the letter receiving tray until it reaches the stop in the contour.



- Evenly push the arched absorption felt with your hand into the water reservoir. Make sure that the felt is correctly seated, in particular at the edges. The stop in the positioning contour must fit precisely in the opening of the letter receiving tray.
- As a final measure, stroke with your finger over the felt repeatedly to eliminate any irregularities.



Installing the rocker with moistening felt

The rocker features two clips that engage on the two bolts at the sealer.

- Fit the new rocker such that one leg of the leg spring is located in the rocker groove and the other leg in the sealer slot.
- Hold sealer in place and, exerting moderate pressure, push the rocker onto the sealer such that the two clips engage on the bolts.

Check

- Check the correct seat:
 - The absorption felt must be perpendicularly suspended in the water reservoir. Its lower edge should roughly reach the bottom.
 - The gap between rocker and sealer housing must be uniform. (The rocker must neither jut out nor touch the housing.)
- Top up water (see page 87).
- Connect the sealer to the franking machine.



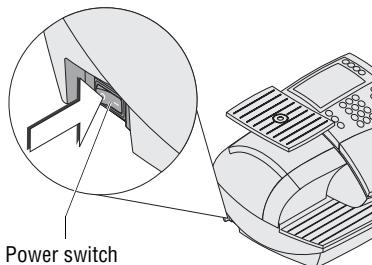
For further information on how to connect the sealer to the franking machine please refer to the Installation Guide.

14.4 Changing the battery

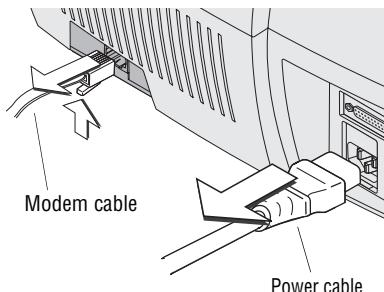
The optimail 30 monitors the charging state of the battery. An appropriate message appears in the display when it is time to change the battery.



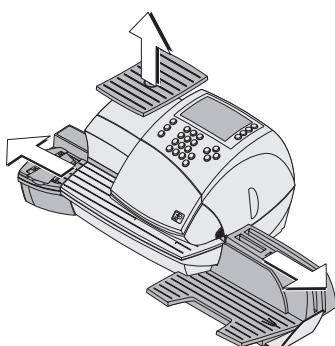
Caution! Only use the batteries provided by Francotyp-Postalia 90.4701.8004.00. Observe the instructions enclosed with the battery.



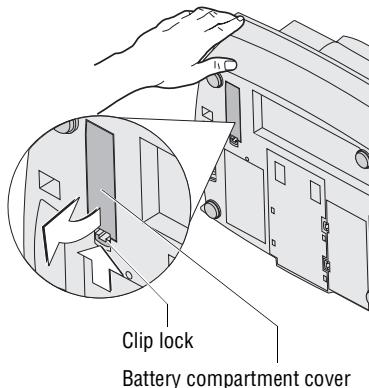
- Remove the access card.
- Switch off the optimail 30.
- Unplug the power cable from the socket.



- Unplug the power cable.
- Remove the modem cable.
Push the spring on the connector and pull the connector out of the modem socket.



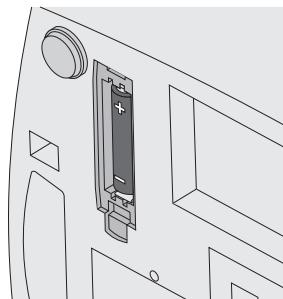
- Remove the catch tray:
Slightly lift the franking machine on the right side and pull the catch tray away to the right.
- Remove the sealer (if present): Slightly lift the franking machine on the left side and pull the sealer away to the left.
- Remove the scale platform (if present): Pull off scale platform upwards.



- Turn the franking machine on its back and hold it in place.

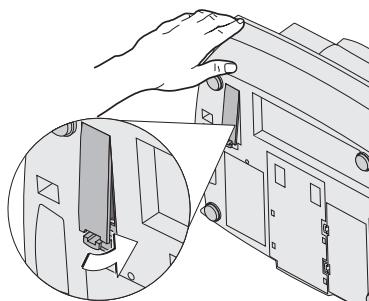
You now have access to the battery compartment on the bottom of the franking machine.

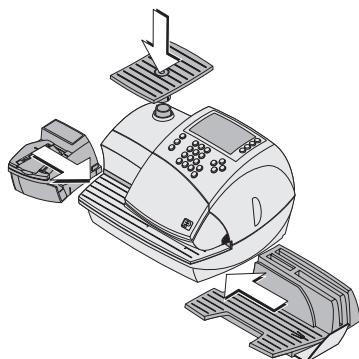
- Press the clip lock on the battery compartment cover in the direction of the arrow and remove the battery compartment cover.
- Remove exhausted battery.



- Insert new battery (90.4701.8004.00). Consider the polarity! The symbols in the battery compartment indicate the correct position.

- Close the battery compartment.





- Put the franking machine on its feet again.
- Reattach accessories (catch tray, scale platform, sealer).
- Reestablish all cable connections.

You can now use the franking machine again.



For further information on how to install the catch tray, scale platform and sealer and how to connect the machine please refer to the Installation Guide.

15 Tips for troubleshooting

Code 0x00A00004
An unexpected internal error has occurred. Please ring FP-Service.
01 322 405 500
Info 1:0x00000000
Info 2:0x00000000
Press ENTER to acknowledge



An error message appears on the display in case of an error or handling error. An additional beep may also indicate an error (see Chapter 13.7 on page 71).

Make sure to carefully read the error message. You will be given hints on the error cause and what you can do to remedy it.

You can correct many minor errors and issues occurring during optimail 30 operation yourself.



Please contact the FP after-sales service if you cannot remedy an error by means of the display information and the hints given in the present Operator Manual.

Problem	Possible cause and remedy
...general errors	
Blank display	Check whether the power cable is plugged in correctly and the power switch is turned on.
Functions are 'missing' in the display	Access to these functions is not possible with the access card inserted. Consider the access rights (<i>see pages 100 to 102</i>).
optimail 30 fails to recognise the chip card	Card is inserted incorrectly. Remove the card and insert it in the card reader again (chip facing the rear). Wrong card type inserted.
optimail 30 behaves erratically or fails to react	Software issue. Turn off the optimail 30. Wait at least one minute. Turn the optimail 30 on again.

Problem	Possible cause and remedy
...during franking / during franking imprint setting	
Jam / machine blocked	Turn off the optimail 30. Remove paper. Wait at least one minute. Turn the optimail 30 on again.
Franking is impossible / optimail 30 is not ready for franking	No access card inserted. Insert access card (USER or MASTER). Card reader does not recognise access card. Remove access card and insert it again.
	No valid postage was set. Set postage (<i>see Chapter 4.1, page 23</i>).
	No more postage credit in the franking machine. Load new postage (<i>see Chapter 10, page 55</i>).
	The last postage loading / last connection to the Teleset Data Centre was too long ago. Perform Teleset function (amount of £ 0 is sufficient).
	Ribbon cassette is missing. Insert new ribbon cassette (<i>see Chapter 14.2, page 84</i>).
Poor imprint quality (e.g. imperfections, distorted imprint)	Envelope paper quality does not meet specification or too great thickness differences in the imprint area of the letter.
	Only use material that meets the specifications (<i>see page 107</i>). Consider the comprehensive notes on how to avoid poor imprints (<i>see page 33</i>). The use of a label may solve this issue. If these measures fail to correct the error: Call the FP after-sales service.

Problem	Possible cause and remedy
Text message does not fit on the mail piece	<p>Franking imprint with advert and text message exceeds the length of the envelope / post card you are using.</p>
	<p>Use sufficiently sized envelopes (e.g. ISO C6/5, DL) or extra large labels provided by Francotyp-Postalia (see also page 33).</p>
...during weighing and postage calculation (<i>optimail 30 with scale only</i>)	
Endorsement imprint is not automatically selected	<p>Automatic endorsement imprinting is disabled (see Chapter 13.13.3, page 80).</p>
External FP postal scale fails to transfer data to the optimail 30	<p>Check that the postal scale is properly connected and set up for operation with the optimail 30 (see Chapter 7.4.1, page 49 and <i>postal scale Operator Manual</i>).</p>
Flashing postage	<p>Country-specific regulations apply to the selected product. Please consider the current Royal Mail regulations.</p>
Missing postage in the display	<p>No dispatch data selected or the dispatch data are incomplete or incorrect.</p>
	<p>Check selected dispatch data (see Chapter 6, page 36).</p>
	<p>The weight is missing in order to calculate the postage (display reads = 0 g).</p>
	<p>Place the mail piece on the scale platform.</p>
Weight is outside the permitted limits	<p>The displayed weight does not match the selected dispatch data.</p>
	<p>Select other dispatch data or repeat weighing (see Chapter 6, page 36).</p>

Problem	Possible cause and remedy
Weight display: no weight is determined for the letter on the scale	<p>The scale platform was still occupied when another letter was placed on it. The optimail 30 can determine a new weight only if the scale has been emptied beforehand.</p>
	<p>Empty the scale platform. Place the letter.</p>
	<p>The weight on the platform is too low or the scale is overloaded.</p>
	<p>Use scale only for mail pieces within the permissible weight range (<i>see page 106</i>).</p>
	<p>Scale fails to detect zero point. Zero the scale (<i>see page 81</i>).</p>
	<p>optimail 30 fails to detect the integrated scale or scale is defective.</p>
	<p>Turn off the optimail 30. Wait at least one minute. Turn the optimail 30 on again.</p>
	<p>If these measures fail to correct the error: Call the FP after-sales service.</p>

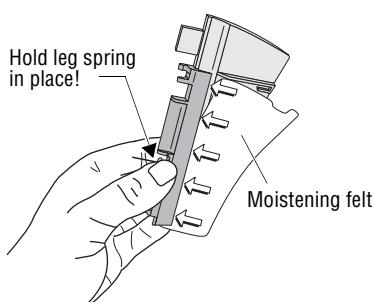
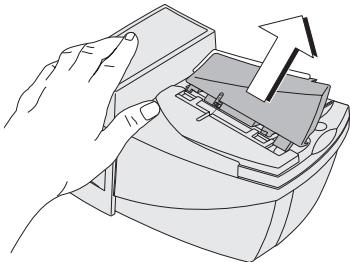
...with Teleset (postage loading)

Desired amount cannot be loaded	<p>Impermissible amount. Change amount and repeat loading (<i>see page 55</i>).</p>
No access to Teleset function	<p>Current account has no permission to load postage.</p>
Teleset function aborts	<p>optimail 30 fails to establish connection to the Teleset Data Centre. Check modem setting. Check TDC phone number.</p>

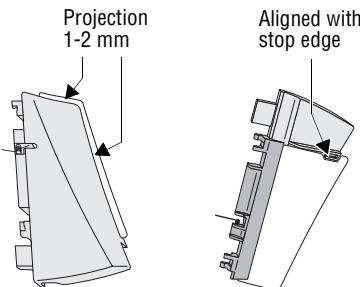
Problem	Possible cause and remedy
...with menu settings, during maintenance and care	
Failure to load from card	<p>The card contains no valid data. Wrong card inserted? Insert a data card.</p>
<p>optimail 30 fails to recognise the card. Card is defective. Call the FP after-sales service.</p>	
...when topping up water for envelope flap moistening / sealing (optimail 30 with sealer)	
Envelopes are not properly sealed	<p>Stroke your hand firmly over the envelope's / letter stack's flap area.</p>
Envelope flaps are not moistened properly	<p>Felts are soiled / dried out. Clean sealer (<i>see Chapter 14.3.1, page 86</i>). Top up water (<i>see Chapter 14.3.2, page 87</i>).</p>
<p>Moistening felt is worn. Replace rocker with moistening felt (<i>see Chapter 14.3.3, page 88</i>).</p>	
<p>Absorption felt is worn. Replace absorption felt (<i>see Chapter 14.3.3, page 88</i>).</p>	
<p>Moistening felt incorrectly seated in the rocker. Correct moistening felt position (<i>see page 99</i>).</p>	
<p>Absorption felt incorrectly seated in the sealer. Surface is curved.</p>	
<p>Check and if necessary correct absorption felt position in the sealer (<i>see page 90</i>).</p>	

Correcting the moistening felt position on the rocker

- Slightly tilt the rocker and pull it off in an obliquely upward direction.



Moistening felt correctly positioned:



Caution! Make sure to always hold the leg spring on the pin with one hand while positioning the moistening felt. This will prevent the leg spring from jamming or jumping out.

- Push the long moistening felt side fully underneath the clamping strip such that
 - the felt's recesses are perfectly aligned with the rocker stop edge and
 - both moistening felt outer edges uniformly project over the rocker edge by approximately 1 - 2 mm (0,04" - 0,08").
 See illustration.
- Carefully displace the moistening felt in the clamping strip if necessary.
- Reattach the rocker on the sealer (see page 90).

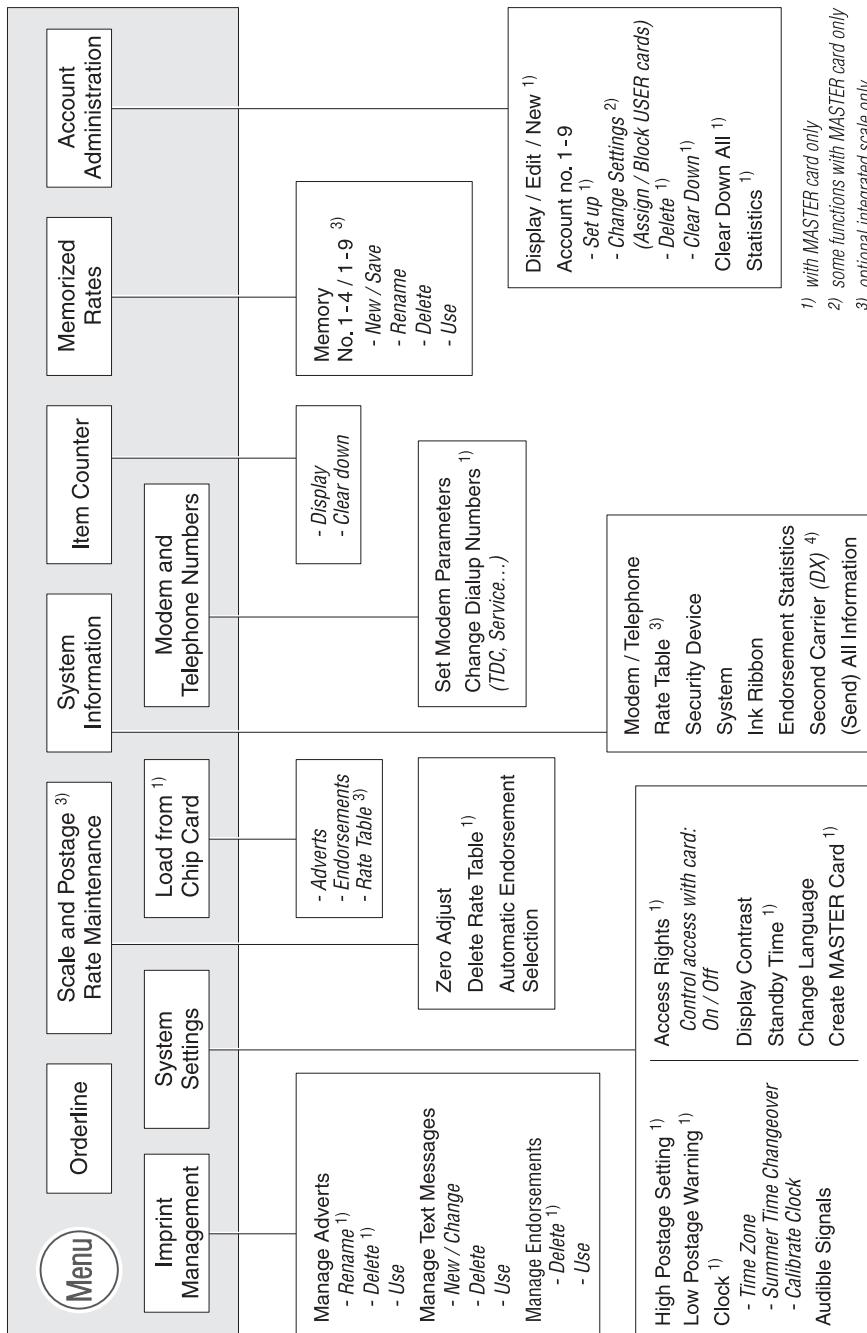
Access rights for selected functions

Status ► Functions ▼	Without access card	With USER card	With MASTER card	Access with card: OFF
Accounts: clear down			●	●
Accounts: delete			●	●
Accounts: preset advert / text message		● <i>only your own</i>	●	●
Accounts: release Teleset access			●	
Accounts: setting up			●	●
Accounts: view statistics			●	●
Franking DX mail		●	●	●
Franking to all accounts			●	●
Franking to the assigned account only		●		
Incoming mail stamp	●	●	●	●
Item counter: display / clear down	●	●	●	●
Load data from chip card (adverts, type of mail endorsements, rate table)			●	
Memory administration		●	●	●
Register: display / print	●	●	●	●

Status ► Functions ▼	Without access card	With USER card	With MASTER card	Access with card: OFF
Rename adverts			●	
System information: display / print	●	●	●	●
System settings	● <i>not all</i>	● <i>not all</i>	●	● <i>not all</i>
Teleset (load postage)		● <i>if released</i>	●	
Text messages: edit / delete		●	●	●
USER cards: create / block			●	
Zero imprint (postage value '0,00')		●	●	●



Access restrictions for functions are also indicated in the MENU overview on page 102.



Glossary

DX

Private carrier. In case the DX feature is enabled, your optimail 30 can also frank mail pieces for delivery by DX. All DX frankings will be counted separately and balanced directly with the private carrier.

Franking imprint

Franking mail for carrying by Royal Mail.

When franking, the optimail 30 prints the Royal Mail logo, the postage, the machine identification, the place of posting and the mailing date as well as a serial number.

An advertising imprint, a text message and an endorsement can also be printed.

Label

Special self-adhesive label which you can frank and stick onto your mail pieces. Necessary for large, heavy and thick mail pieces.

Only use double labels from Francotyp-Postalia with the optimail 30 (two labels on one backing sheet).

MASTER card

Chip card, machine specific.

Access card for system administrator.

A MASTER card allows access to all system functions.

Modem

Built-in electronic device that enables the optimail 30 to exchange data via telephone lines (e.g. for loading postage).

Teleset

(Remote value setting)

Franking machine accounting system of Francotyp-Postalia. The optimail 30 and the Teleset Data Centre exchange value specifications via modem when loading postage which release the desired postage amount.

Accounting is as per your contract with Royal Mail.

Teleset Data Centre (TDC)	Data centre of Francotyp-Postalia. Here the called postage is released and accounting is managed. The Teleset Data Centre is at your service for loading postage 24 hours a day via the built-in modem.
USER card	Chip card, machine specific. Access card for an account. A USER card allows franking to an account and access to selected system functions.
Zero imprint (Test imprint)	Franking imprint with the postage value '0'. This enables you to check the settings for the franking imprint.

Technical Data

Dimensions (Length x Width / Depth x Height)	320 x 290 x 220 mm (12,6" x 11,4" x 8,7")	<i>Franking machine</i>
	320 x 290 x 235 mm (12,6" x 11,4" x 9,3")	<i>Franking machine with scale</i>
	410 x 290 x 235 mm (16,2 x 11,4" x 9,3")	<i>Franking machine with scale + sealer</i>
Weight	5,7 kg (12,6 lb.) 6,1 kg (13,5 lb.) 0,3 kg (0,7 lb.)	<i>Franking machine</i> <i>Franking machine with scale</i> <i>Sealer without water filling</i>
Power connection	100 - 240 V / 500 - 300 mA / 50 - 60 Hz	
Power consumption	approx. 40 W	
Fuse	2 x 250 V / 3,15 A T	
Battery	3,6 V / 2 Ah / 20 mA lithium battery order no 90.4701.8004.00	
Display	LCD, illuminated	
Printing process	Thermal printing	
Performance	20 up to 30 letters/minute (depending on letter size / contents, imprint length, machine state and operating mode)	
Noise emission	$L_{wa} = 66 \text{ dB (A)}$	
Operating conditions	+10°C to +40°C (50°F to 104°F) only use in closed rooms do not expose to direct sunlight recommended for optimum printing quality: +15°C to +35°C (59°F to 95°F)	
Ribbon cassette	Ribbon cassette red for optimail 30 Storage conditions: 0°C to +32°C (32°F to +89,6°F), do not expose to direct sunlight, rel. humidity max. 65 %, non-condensing	

Equipment	<u>Standard</u> <ul style="list-style-type: none"> – Postage loading via integrated modem (Teleset) – Card reader and MASTER card – 4 short code memories (<i>optimail 30 without scale</i>) 9 short code memories (<i>optimail 30 with integrated scale</i>) – 9 accounts – Up to 6 adverts – 3 endorsements: ‘First Class’, ‘Special Delivery’, ‘Overseas Mail’ – Text messages (6 memories) – Incoming mail stamp – Low postage warning – High postage warning – Serial interface (25-pin) <u>Options</u> <ul style="list-style-type: none"> – Integrated scale – Sealer – USER cards – Up to 8 endorsements – DX feature
------------------	---

Integrated scale (*optional*)

Weighing range	3 g to 3.000 g
Weighing accuracy	± 1 g from 3 g to 1.999 g ± 5 g from 2.000 g to 3.000 g

Subject to short-term modification.

Mail piece specifications for franking

Format (<i>Length x Width</i>)	min. 140 mm x 90 mm
Thickness	letters: up to 6 mm postcards: up to 1 mm
Material	smooth paper no high-gloss paper no extremely fibrous paper no structured paper no dark paper When in doubt about imprint quality, use a self-adhesive double label from Francotyp-Postalia.
Label	Use only self-adhesive double labels from Francotyp-Postalia!

Declaration of Conformity

We, Francotyp - Postalia AG & Co. KG,
located in D-16547 Birkenwerder, Triftweg 21 - 26

herewith declare in our own responsibility that our

Franking Machine, Model: optimail FR 30

.....
(Type Designation)

is designed and assembled in conformity with the following harmonized standards:

EN 60950-1 / 2001
EN 55022 / 1998 + A1 / 10.00 + A2 / 01.03 Class B
EN 55024 / 1998 + A1 / 10.01 + A2 / 01.03
EN 61000-2-3 / 12.2000
EN 61000-3-3 / 1995 + A1 / 06.01
TBR 21

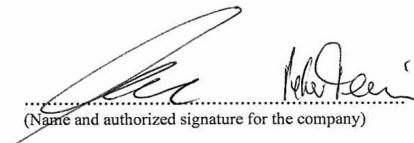
.....
in accordance with the rules of European Directives

89 / 336 / EEC (Electromagnetic Compatibility Directive)
73 / 23 / EEC (Low Voltage Directive)

29. November 2004

.....
(Date)

.....
(Name and authorized signature for the company)



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Every optimail 30 franking machine is thoroughly checked before leaving the factory. Should any faults occur with your optimail 30 in spite of our extensive quality control, please contact your local Francotyp-Postalia dealer.

Our main office will be pleased to tell you the address of your local servicing dealer.



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